



**EMPOWERING INDIVIDUALS,
ENRICHING COMMUNITIES.**

About the Report

This Report has been developed with reference to the Global Reporting Initiative (GRI) Standards: Core Option. We have also drawn on some of the elements of the principles of International Integrated Reporting Council (IIRC) framework in our value creation model using six capitals described in the <IR> framework.

Our first Sustainability Report 'Empowering Individuals, Enriching Communities' is a reaffirmation of our commitment to community building and responsible business. We hope this Report is useful to all our stakeholders in communicating our value-creation process and that the disclosures and information herein is instrumental in increasing transparency and accountability.

Scope and Boundary

The reporting period for this Report is from April 01, 2021 to March 31, 2022. The reporting boundary includes all operations and business segments of IIFL Samasta Finance Limited (IIFL Samasta) – a part of the IIFL Group.

Management Assurance

The content of this Report has been prepared by the Senior Management of IIFL Samasta and reviewed and approved by the Board of Directors to ensure accuracy, completeness and relevance of the information presented.

Disclaimer

This Report may contain certain statements about expected future events and financials of IIFL Samasta, which are forward-looking. By their nature, forward-looking statements require us to make assumptions and are subject to inherent risks and uncertainties. We would require caution from the reader on risk that the assumptions, predictions, and other forward-looking statements may not prove to be accurate. Readers are cautioned not to place undue reliance on forward-looking statements as several factors could cause assumptions, actual future results and events to differ materially from those expressed in the forward-looking statements.

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EMPOWERING INDIVIDUALS, ENRICHING COMMUNITIES.

India is now positioned as a hub of business and commerce. The past few years have seen significant developments in India's infrastructure and digitalization. However, the country's growth story remains incomplete without a mention of the development in its interiors. Even today, poverty and inequality remain a reality for a large section of the society.

As one of the leading financial service providers for the underserved in the country, IIFL Samasta is committed to offering the highest quality of products and services to our customers, empowering them to better their own lives and that of their communities. We cater largely to the underserved and disadvantaged segments of society from every nook and cranny of the country. We are a proud partner in many women's entrepreneurial aspirations, supporting thousands of micro-enterprises in the country.

Being close to the grassroots of India's development story endows a sense of responsibility in us that we take very seriously. We go deep into our networks to drive financial inclusion across the country among the communities we serve. Through our business responsibility initiatives, we are also making consistent efforts to ensure that these communities achieve a more financially secure future. At the same time, we are actively working towards reducing our environmental footprint.

We are proud enablers of India's financial inclusion story –
We are IIFL Samasta.



YEAR UNDER REVIEW

Key Performance Indicators for FY 2021-22

Financial

ASSETS UNDER MANAGEMENT

₹ Billion

64.84

PROFIT AFTER TAX

₹ Billion

0.50

TOTAL INCOME

₹ Billion

10.17

RETURN ON EQUITY

6.32%

CREDIT RATING

AA- CRISIL

GNPA

3.07%

Read more on page **29**

Non-Financial

HAPPY EMPLOYEES

9,937

BRANCHES

807

CUSTOMERS SERVED

Lakhs

17.52

TRAINING SESSIONS

120

CSR EXPENDITURE

₹

69,78,091

BENEFICIARIES TRAINED UNDER FINANCIAL LITERACY

5,048

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Awards and Accolades



Project Shiksha Ki Udaan adjudged **Semi-Finalist** for Skoach Award



IIFL Samasta is an **ISO 27001:2013 Information Security Management System (ISMS)** certified company



Project Mavrc awarded **Business Transformation Leader** at the Mint Techcircle Business Transformation Awards 2021



Great Place to Work Certified

- Top 100** Best Companies to Work for 2022
- Top 30** Best Workplace in NBFC 2022
- Top 30** Best Workplace in BFSI 2022



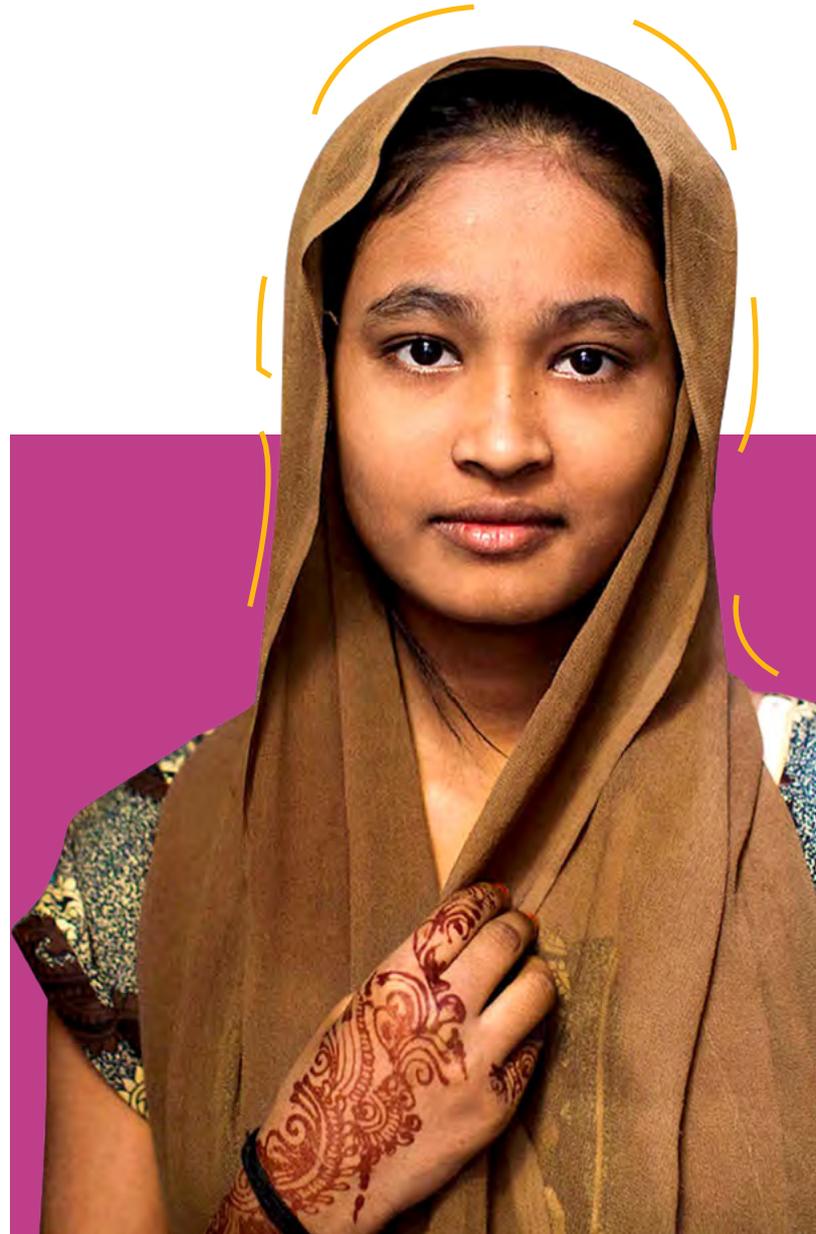
Project Mavrc awarded **Business Transformation Leader** at the Mint Techcircle Business Transformation Awards 2021

ABOUT IIFL SAMASTA



IIFL Samasta, an IIFL Group company, is a microfinance institution catering to the underserved populace in 17 states across India. Since our inception in March 2008, we have been expanding our reach and access at a fast pace with continuous geographical expansion and faster customer acquisition. Today, IIFL Samasta is a recognized name in the microfinance segment. We offer micro loans to people who remain on the periphery of the formal banking ecosystem.

IIFL Samasta has a wide array of dependable financial products and services which act as a catalyst for sustainable and inclusive financial growth. We leverage innovative technology capabilities to empower clients. Our aim is to make economic openings for all and to elevate the standard of living of the communities we serve, and we are positively realizing that goal.



As per the requirement of the Companies Act, 2013, our Board of Directors and key managerial personnel maintain comprehensive and encompassing oversight of business functions. They ensure effective resolution on matters and always keep the best interest of IIFL Samasta, the Company's employees and external stakeholders in mind.

BOARD OF DIRECTORS



MR. N. VENKATESH, *Managing Director*

Venkatesh N. is the Founder and Managing Director of IIFL Samasta Finance Limited. He has over 22 years of experience in the financial services industry as an entrepreneur. Venkatesh was also the founder of the erstwhile PNV Techno Acquisitions Private Limited that marketed financial products; and Affluence Edifice, that provided wealth management services for individuals. He holds a Bachelor's Degree in Computer Science and has completed the Harvard Business School-ACCION Program on Strategic Leadership in Microfinance.



MR. D. SHIVAPRAKASH, *Whole-Time Director and Chief Information Officer*

Shivaprakash co-founded IIFL Samasta in 2008. He leads IIFL Samasta's technology initiatives which include setting up of a comprehensive IT infrastructure for lending activities and enhancing process efficiency through automation. His purview includes enabling a data-driven culture through the analytics platform and driving the implementation of strategic initiatives across the organization. He also oversees operations to ensure seamless execution of business strategies. Shivaprakash has over two decades of experience spanning the software and financial services industries. Before co-founding IIFL Samasta, he managed global technology projects for Wipro. He holds a Bachelor's Degree in Computer Science & Engineering from PSG College of Technology and a Diploma in Microfinance from the Indian Institute of Banking & Finance.



MR. MONU RATRA, *Non-Executive Director*

Monu Ratra is a veteran in the mortgages industry with nearly two decades of experience. At IIFL Home Loans, Mr. Ratra brings strong focus on developing and delivering customer satisfaction with ease and low turnaround time. He has been associated with brands like HDFC Limited, ICICI Bank and Indiabulls Housing. Prior to his current role he was associated with Indiabulls HFC as National Business Manager. Mr. Ratra has been a part of the pioneering teams leading various functions to provide excellence through process and quality initiatives, contributing to industry-leading growth. While with the last company, his efforts and vision led to building of a growth sales structure, starting from a scratch, in a start-up like environment. Mr. Ratra is passionate about building stronger businesses, adapting and aligning company with new technology and digital era, and maintaining everlasting culture of customer centricity.



MR. VIKRAMAN AMPALAKKAT, *Independent Director*

Vikraman A. retired as Chief General Manager of SIDBI Foundation for Micro Credit. As CGM, along with other functions, he has headed the SIDBI Foundation for Microfinance. He has extensive experience in the microfinance sector. In his experience of 38 years, he has worked with Reserve Bank of India for five years, IDBI for 16 years and SIDBI for 17 years. He is also on the Board of other microfinance and financial corporations.



MR. BADRINARAYAN SESHADRI, *Independent Director*

Badrinarayanan Seshadri has a B. Tech in Mechanical Engineering from IIT Madras and a PhD in Mechanical Engineering from Cornell University, US. He co-founded the world's leading cricket portal Cricinfo.com. He is currently running Synprosoft, a software services company providing IT solutions on the Zoho platform; and Kizhakku Pathippagam, a leading Tamil book publisher. He also co-owns Aargee Staffing Services Private Limited, an IT staffing company. Mr. Badri regularly writes for newspapers and magazines in Tamil and English on current affairs and politics and appears on Tamil TV news channels in discussion programs.



MR. RAMANATHAN ANNAMALAI, *Independent Director*

Ramanathan was the Chief General Manager in the Micro Credit Innovations Department of NABARD and has extensive experience in development banking in the agriculture and rural sectors. He managed the SHG Bank Linkage program, the largest microfinance program in the world. As in-charge of the Financial Inclusion Department, he has managed Financial Inclusion Fund and Financial Inclusion Technology Fund.



MS. MALINI B EDEN, *Independent Director*

Malini has been a Development Specialist and Strategy Consultant for over two decades and has significant experience of working for the marginalized and drawing them into policy across several developmental themes. She has been part of bilateral agencies and government Boards at the state, national and international levels in areas such as economic empowerment, health and donor relations. She presently heads Women's Education Project, Trust India, as its Director and Founding Trustee. WEP-India provides training under Leadership Academy to those NGOs who work among young women from underprivileged communities across India.



LEADERSHIP TEAM

Key Managerial Personnel



MR. N. VENKATESH, *Managing Director*

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MR. ANANTHA KUMAR T., *Chief Financial Officer*

Anantha Kumar joined IIFL Samasta in May 2016 and has over 11 years of experience across industries such as financial services, steel, garments and IT. He is responsible for overall budgeting, reviewing and managing operational expenses, and monitoring payroll. His expertise lies in audit, strategy, accounts & finance, treasury and tax. Before joining IIFL Samasta, Anantha was a Senior Consultant at GBA Consulting Services, where he managed domestic and international assignments. He is a qualified Chartered Accountant and Company Secretary.



MR. MANORAJAN BISWAL, *Company Secretary*

Manoranjan Biswal holds an experience of over seven years. Previously, he was associated with many NBFCs with demonstrated experience in handling Corporate Laws, Funding, Drafting Agreements, Issuance and Allotment of NCDs, RBI Compliance and Incorporation of Entities. He is a qualified Company Secretary from the Institute of Company Secretaries of India.

Senior Management



MR. ASHWINI KUMAR, *Chief People Officer*

Ashwini Kumar joined IIFL Samasta in July 2018 and has over 12 years of experience across industries in India and globally. He is responsible for building a progressive and engaging work culture in IIFL Samasta and for driving all key aspects of the Company's human capital, including employee experience, learning and development, talent management, performance management & rewards, HR process automation and organization development. Prior to joining IIFL Samasta, Ashwini served as Process Head at Mahindra and Mahindra Financial Services, where he managed HR Strategy and Risk Management, People CMM Model, Organization Development and Talent Management. Ashwini has an MBA in HR from National Institute of Construction Management & Research and is a Certified Assessor by Capability Maturity Model Institute, USA, for People Capability Maturity Model Assessment. He is an empanelled assessor with the Confederation of Indian Industries.



MR. MANOJ PASANGHA, *Chief Business Officer*

Manoj Pasangha has over 28 years of multi-industry work experience ranging from the Australian News Corp to Ansett Airlines. He was serving as the Executive Vice President & COO - SZ of Bharat Financial Inclusion Limited, which is India's largest and first public listed MFI. He had also promoted his own hospitality business at Australia.

He was an Associate of Standard Chartered Bank after returning to India. Post this, at ING Life India he spearheaded many novel urban concepts and significant rural initiatives in the Alternate Channel Business as Vice President. Pasangha has also served as the Vice Chairman of AKMI (Association of Microfinance Institutions in Karnataka). He holds a Bachelor's degree in Commerce and a Post-Graduation in Business Accountancy, Hospitality Management, Public Relations, Publicity and Promotions from Australia.



MR. NAVEEN KUMAR MALLIK, *Chief Operating Officer*

Naveen Kumar Mallik joined IIFL Samasta in December 2017 and holds 13 years of diverse experience in Micro Finance and Banking. He heads the business team and oversees new business initiatives, expansion, product financing and procedural & structural developments in the Company. His expertise is in setting up operations, scaling up business, formulating and executing strategy, product and process development, people management and data interpretation and analysis.

After completing Post Graduate Diploma in Rural Management from IRMA, Naveen started his career with Bharat Financial Inclusion Limited (formerly known as SKS). Prior to joining IIFL Samasta, he was with Yes Bank in its Inclusive and Social Banking (ISB) function in a senior leadership role.



MR. SABARI KRISHNA, *Chief Risk Officer*

Sabari Krishna joined IIFL Samasta in May 2018 and has over 12 years of experience in the banking and financial services industry. He spearheads risk management initiatives, such as building of risk assessment processes, risk culture, credit underwriting, process realignment and fraud prevention. Sabari has a strong implementation background in operational risk management, Basel II, asset liability management, ISMS, risk-based internal audit and has executed capital raising plans as per Basel III requirements.

Prior to joining IIFL Samasta, Sabari was with Vijaya Bank, where he led operational risk management, asset liability management, capital assessment and policy formulation activities. Sabari is an Associate Company Secretary (ACS) from the Institute of Company Secretaries of India (ICSI), a Certified Associate of Indian Institute of Bankers (CAIIB) and Indian Institute for Banking and Finance (IIBF). He holds a Master's Degree in Finance from ICFAI University, Hyderabad.

EMPOWERING LIVES

IIFL Samasta places a strong priority on financial literacy. The Company has set up financial literacy centers for customers to prepare them to create smart financial choices for a secure future for themselves and their families.

Customers are supported in achieving their dreams by facilitating income generating activities, education, and working capital requirements. IIFL Samasta also offers its customers various non-financial services such as life and hospicash insurance, along with financial counseling. With a distinct business model, robust competencies and firm backing from IIFL Finance, IIFL Samasta has successfully added more meaning and ambition to the lives of millions across the social spectrum.



Vision

To be the chosen financial products and services provider backed by technology and passionate human capital



Mission

To bridge the gap between our customers' ambition and achievement by providing top-notch financial products and services



Connect with us on our social media platforms to stay updated:





Values

- Integrity always
- Respect for individuals and communities
- Excellence in everything we do

Every input of our hard work is transformed into a valuable output through the transformation stage of our business model. The model provides guidance structure to prioritize what is material to the business and what we are known best to do.



OUR VALUE CREATION MODEL

Inputs

A strong business model



FINANCIAL CAPITAL

Our equity and debt funding from investors to support customers' financial needs, aid our business operations and maximize shareholder value.



PHYSICAL CAPITAL

Our branches, support centers, physical infrastructure used to connect with our customers and serve them better.



INTELLECTUAL CAPITAL

Our technology-backed infrastructure, coupled with market knowledge, extensive experience, and credit underwriting to process loans, manage risk and effective customer service.



HUMAN CAPITAL

Our talented and skilled workforce, vital to the process of developing and delivering our offerings.



SOCIAL AND RELATIONSHIP CAPITAL

Our sustainable relations with all stakeholder groups to drive mutually-rewarding relationships.



NATURAL CAPITAL

Our judicious consumption of the resources for business and efforts to reduce our carbon footprint.



As a prominent microfinance organization in India, we provide affordable financial loans to the underserved sections of the society, especially women from rural and semi-urban areas of the country.

Value created

OUR FOCUS

- Supporting financial inclusion and women empowerment
- Providing affordable microfinance loans
- Expanding geographical reach across India
- Enhancing our digital infrastructure
- Prudent credit underwriting
- Robust risk management framework and asset quality

INVESTORS

Growing revenue and profitability, maximizing ROI

CUSTOMERS

Affordable loans, attention to underserved communities, digital platform for underwriting and disbursement

EMPLOYEES

Training and development opportunities, counseling and support for career progression, rewarding performance

COMMUNITIES

Financial inclusion for those with informal credit documents, women empowerment, health and educational infrastructure support

GOVERNMENT AND REGULATORY BODIES

Strong corporate governance framework, transparent and ethical business, full compliance with regulations and engagement

ENVIRONMENT

Cashless disbursement, minimized paper consumption to become paperless



OUR PRODUCT OFFERINGS



SAMRIDDI (Income Generation Loans - IGL)

Designed to provide women access to capital to setup or grow micro enterprises. It caters to variety of needs such as initial capital requirements, increasing working capital and buying inventories, among others.



SAJAL LOANS
DISBURSED

15,332

SAJAL (Sanitation and Jal Loans for Rural India)

Provided as affordable credit to customers for securing the basic necessities of life such as sanitation and hygiene – for setting up filtration units, tap water, house water connections, water storage facilities within the households, toilet construction/improvement. It is a small-ticket loan given to existing IGL customers, ranging between ₹ 4,000 and ₹ 30,000, without any collateral.



SURABHI (Dairy Cattle Loans)

Provided to women customers for dairy development activities, including purchase of new cattle and availing insurance coverage to mitigate any risk.



SUVIDHA (Product Loans)

Designed to improve customers' lifestyles by offering loans to purchase products such as cook stoves, water purifiers, solar lights, mobile phones, among others.



SHIKSHA (Education Loans)

Provided to help customers meet academic requirements of their children.



SAMVARDHANA (Top-up Loans)

Provided as additional loan to IGL customers with existing business loans. These customers have good repayment history, and need more cash for boosting their income generation activities.





SAMPARK ADVANTAGE (Loans Against Property)

Sampark Advantage loans are Loans Against Property (Secured Loans) that are provided to those with lesser economic standing and less valuable real estate. This product is primarily provided to meet the clients' urgent financial demands. Under this program, clients can borrow up to ₹ 3 lakhs against their property.



SAMPARK (Loans Against Property)

Designed for the open market with the aim to meet immediate/business needs, and support people financially. Under this program, customers can borrow up to ₹ 15 lakhs against their property.



SWABHIMAAN (Micro Enterprise Loans)

Designed to provide timely and affordable lending solutions to micro-enterprises without any collateral requirement to help them expand.

The product is supported by net cash flow at a higher but affordable interest rate.

OUR PRESENCE

The lack of adequate income documents and a poor credit history makes it very difficult for low-to-mid income borrowers in Tier II and Tier III cities in India to secure institutional financing. IIFL Samasta keeps on working to make it easier for low-income and marginalized groups of the population to access credit.

We enable this through the loan process so that consumers can connect with us and develop relationships with us through our physical sites and branches across the nation. Due to our widespread presence, we have been able to develop enduring relationships with our customers.

IIFL Samasta's vision has been to serve new states within the nation while expanding reach to cater the underserved communities.

The motivation has been to develop better control and monitoring systems for portfolio management.

During the year, IIFL Samasta opened 189 branches in 13 states:

1. Bihar
2. Chhattisgarh
3. Gujarat
4. Jharkhand
5. Karnataka
6. Kerala
7. Madhya Pradesh
8. Odisha
9. Rajasthan
10. Tamil Nadu
11. Tripura
12. Uttar Pradesh
13. West Bengal

A flourishing share of our business is in the rural landscape of the country, with a majority footprint of 54%. This is followed by a close distribution between semi-urban and urban settings.

Over 45% of our branches are situated in developing states¹.

RURAL

86%

SEMI-URBAN

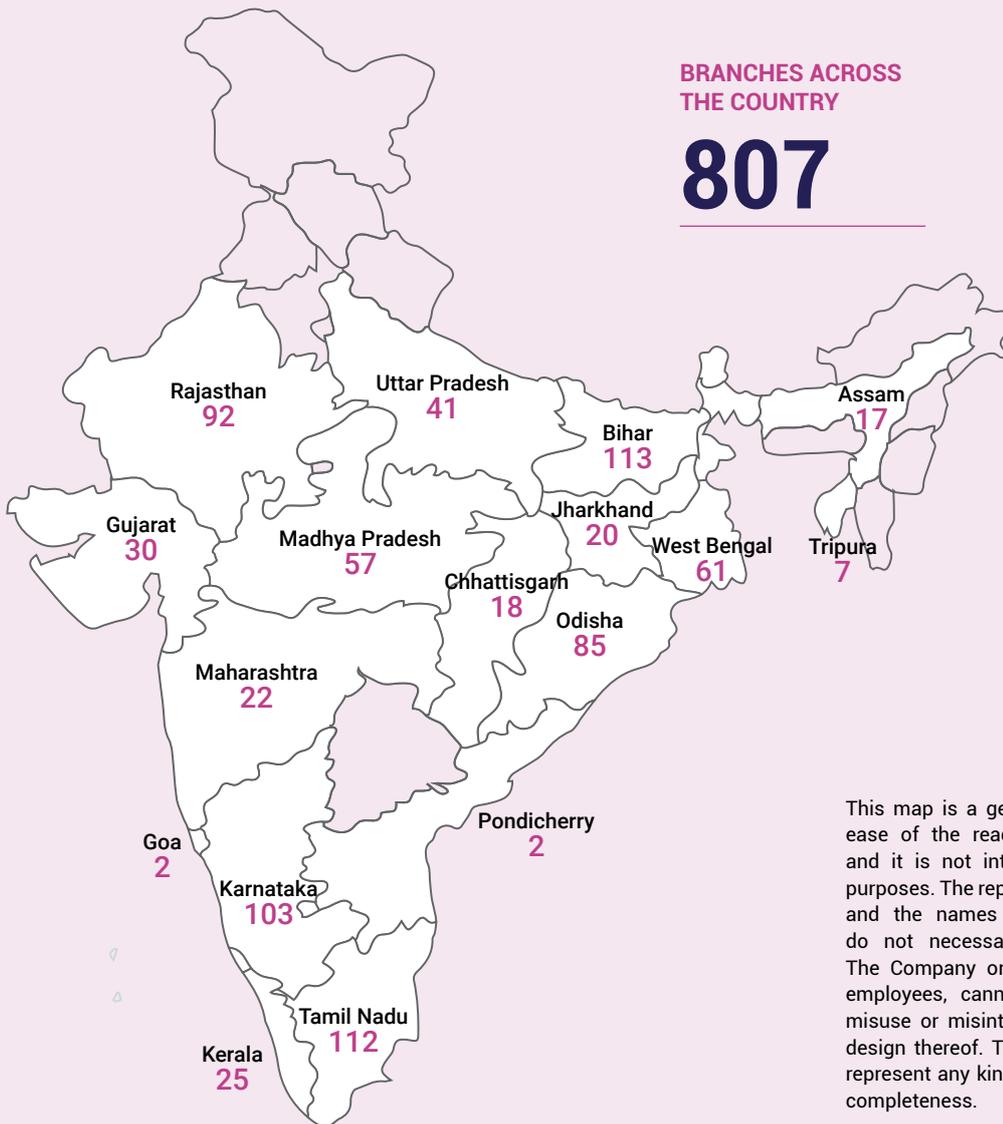
10%

URBAN

04%

We have considered the following states in 'developing' category: Assam, Bihar, Chhattisgarh, Jharkhand, Madhya Pradesh, Odisha, Tripura, Uttar Pradesh





BRANCHES ACROSS THE COUNTRY

807

NEW BRANCHES OPENED IN FY 2021-22

189

This map is a generalized illustration only for the ease of the reader to understand the locations and it is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees, cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind of connection to its accuracy or completeness.

MEMBERSHIP OF ASSOCIATIONS

Being part of the IIFL network allows us membership and access to the following industry bodies and associations:

- Microfinance Institutions Network (MFIN)
- Association of Karnataka Microfinance Institutions (AKMI)
- The Association of Community Development Finance Institutions (Sa-dhan)
- Microfinance Association of Odisha (OSAFI)
- Microfinance Association of WB (AMFI)
- Microfinance Association of Kerala (KAMFI)

As the nation grows, so does our role in the nation's financial strengthening. As an NBFC, we play a complimentary role to banks and other financial institutions to plug the gaps across regions and customer needs. The enormous size in terms of financially-excluded households in the market presents significant opportunities for an industry model that provides sustainable credit to the unbanked and underbanked, at affordable rates and over a longer repayment cycle.

In recent years, non-banking financial companies have performed better than banks in new credit deployment, gaining a significant share in the total credit market. NBFCs like IIFL Samasta are growing strength to strength through close understanding of the customer segment, tailored products and services in offer, vast and pinpointed reach, smart partnerships, and a new zeal for digitalization for quicker disbursements, collections, and seamless interaction experiences. All this has been achieved with the spine of a risk framework designed to absorb and mitigate majority of risks.

RBI guidelines on March 14, 2022, stated assured equal opportunities for all NBFC-MFIs and directed NBFC-MFI to ensure customers are not exploited by the lenders. IIFL Samasta has always excelled in the Company's method of credit appraisal and under-writing. IIFL Samasta has a customer-centric process for income and obligation assessment which holistically helps in developing quality portfolio and improving customer experience. The Company is outfitted to adapt to changes in the current system, largely owing to a strong risk framework built upon past experience, and an internal process/policy framework.

MESSAGE FROM THE MANAGING DIRECTOR

Dear Stakeholders,

The first quarter of FY 2021-22 saw the start of the deadly second wave of the COVID-19 pandemic. While the economy had just started opening up, a second round of lockdowns were imposed that affected the earnings of our customers. Thus, making a clear impact on their ability to service the loan.

As a customer-centric lender, we were quick on our feet to start restructuring loans based on our customers' requests. The restructuring option was provided only to customers with better repayment track record. With these concessions, once the lockdown eased up and as the customers began to move towards normalcy, the repayments improved significantly. While the first few months of the FY 2021-22 may have been challenging, the year seemed to end on a positive note for the sector. We are hopeful that the sector will be back to the pre-COVID level in the next financial year.

As per NABARD, the combined portfolio of the sector (including banks and Small Finance Banks (SFBs)) continues to grow and had reached ₹ 2,62,599 Crore at the end of FY 2021-22 with a Y-o-Y growth rate of 5%. The combined MFI portfolio (for-profit and not-for-profit) constitutes 44% share of the total sector which is to the tune of ₹ 1,15,917 Crore. Therefore, marking an encouraging trend for us and keeping us hopeful for the year ahead. As the industry portfolio grew by 10% (from ₹ 2.59 Trillion to

₹ 2.85 Trillion) in the financial year, IIFL Samasta's portfolio grew by 35%. We are hopeful that the revision of the income cap to ₹ 3 lakhs under the regulatory framework for microfinance loans announced by the RBI in March 2022, will expand market opportunity and interest rate cap removal will promote risk-based underwriting. It is likely that the new guidelines will encourage healthy competition and enable customers to make judicious choices regarding their credit needs.

Technology has been a savior for the sector during the last two years

– enabling servicing of loans by customers digitally when physical mode did not seem to be possible. Over 1.5 lakh customers use our mobile app and some of the digital payments are done through this app. The two years also allowed us to establish strong connect with our customers – clear addresses and contact information helped us attain better accuracy in communication with customers. This engagement has enabled us to understand our customers' requirements better during the difficult time and respond with suitable products for them.



The pandemic brought out a fundamental shift in the way of thinking. Added to this was the growing threat of climate change that was influencing business decisions in board rooms globally. At IIFL Samasta, we are no exception, and our first Sustainability Report is a testimony to that. While being responsible and caring for the communities was always part of our DNA, we have now embraced ESG as a strategic tool – a drive across the IIFL Group.

Our customer base is India's underserved low-income group, which endows on us a certain responsibility. So when we serve these groups and individuals, we are conscious of the fact that we are contributing to the development of India's grassroots. Being socially responsible was never a choice but a decision and a value that our entire workforce lives by. As we drive financial inclusion and community development across the country, we extend these social responsibility

initiatives inwards as well. In the past year, when health and wellbeing were paramount, we ensured that our employees were well taken care of during the tough times. We organized vaccination camps for our employees and ensured that the cost of vaccination for our employees and their families were borne by the Company. We also provided paid leaves to our employees to recuperate from COVID-19.

On the environmental front, we plan to act towards reducing our environmental footprint through better use of resources – energy, water and waste. Towards energy management, we have initiated a shift to LED lighting, which will be instrumental in reducing our energy consumption. Similarly, digitalization will help us in reducing our use of paper and we would gradually be able to go paperless, reducing our waste generation significantly.

Strong governance is a hygiene factor for any company in the

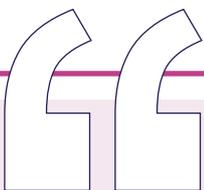
financial services sector, and we are committed to working with the regulator in ensuring that our services and processes meet all standards and guidelines. Thus, leaving no room for ambiguity or mistrust. We closely follow all the developments in policy and regulation. The new regulations are set to bring regulatory parity between different types of Regulated Entities (RE) dealing with microfinance, harmonization of regulations to protect customers from over indebtedness and a common definition of microfinance.

With this Report, we have set the tone for value creation and meaningful impact and will be working towards a better tomorrow. With the support of all our stakeholders, Samasta is well placed to create a lasting impact towards a sustainable future.

Warm regards,

N. Venkatesh

Managing Director



Our customer base is India's under-served low-income group which endows on us a certain responsibility. Being socially responsible was thus, never a choice but a decision and a value that all our workforce lives by. We are committed to working with the regulator in ensuring that our services and processes meet all standards and guidelines, leaving no room for ambiguity or mistrust.

SUSTAINABILITY AT IIFL SAMASTA

ESG Framework

Similar to IIFL Finance, IIFL Samasta has made ESG and business responsibility an imperative in fostering a gradual shift in our business strategy – to integrate sustainability as a culture within the organization. This shift accompanies our intent to promote value creation within our ecosystem, by considering the welfare of all stakeholders involved. To that effect, we are in line with the ESG framework adopted by IIFL Finance. This is articulated with reference to a few groups of key stakeholders, crucial to the development of our business and action areas across seven key pillars.



Economic
Growth



Sustainable
Financing



Governance
and Ethical
Behavior



Serving our
Customers



Nurturing our
Workforce



Community
Relationships

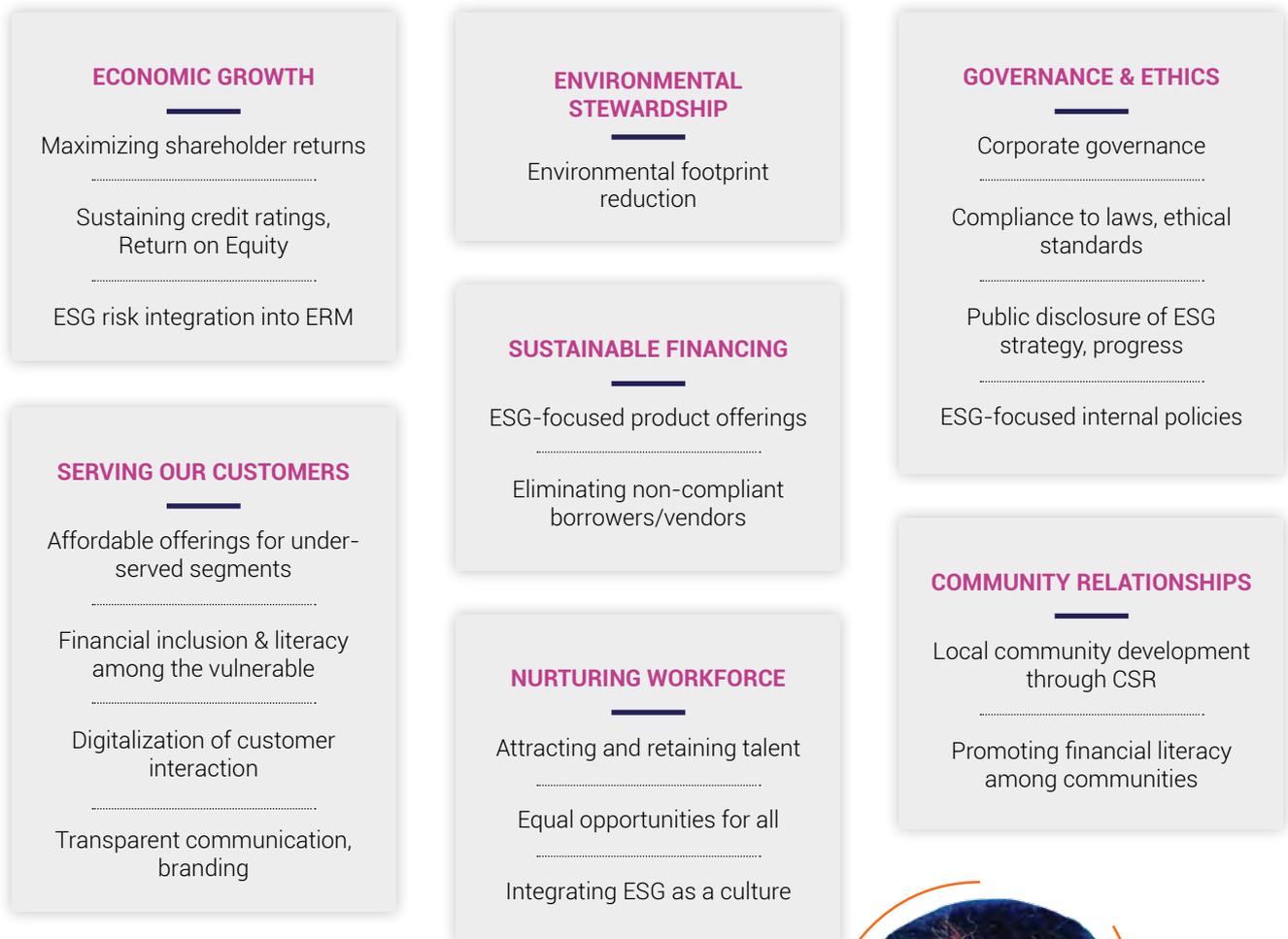


Environmental
Stewardship



Our ESG Framework

This ESG framework with the seven major pillars serves as a beacon for the IIFL Finance companies in its objective to take meaningful and concerted action. The Framework enables us to set objectives for our performance in terms of sustainability and to track our development in this area. We have also built a governance framework, gained leadership commitment, and are currently reviewing our policies in this area. The key objectives that we are working towards under each of these pillars are encapsulated in the table below:



Sustainability Governance Structure

IIFL Samasta works closely with the ESG team at IIFL Finance under the supervision and guidance of the ESG committee of IIFL Finance. This helps the Company ensure that sustainability and ESG concepts are incorporated into our operations. The ESG committee provides guidance on management and monitoring of the material issues identified by IIFL Finance and the Company's subsidiaries. The Committee includes members from the Board and the senior management.



Stakeholder Engagement

Our business operates within the plane of the relationships we build with our stakeholders. They play a significant role in identifying our material topics.

We have identified our stakeholders based on the impact and influence they have on our business. Regular interactions are maintained with our internal and external stakeholders to etch out and meet their priorities. Interactions typically include ongoing conversations as well as structured surveys and channels of timely updates. We use the information received from our stakeholders to refine our goals, ambitions, operations, and reporting practices.

Our stakeholders



Customers



Investors/Shareholders



Employees



Community/NGOs



Government/Regulators



Business Partners/Suppliers



Lenders

STAKEHOLDER GROUP	NEEDS AND EXPECTATIONS OF STAKEHOLDERS	ENGAGEMENT MODE AND FREQUENCY	KPIs
 <p>Customers</p>	<ul style="list-style-type: none"> • Customized financial products and services • Competitive interest rates • Access to physical and digital channels • Seamless customer service • Secure transactions • Fair and responsive grievance redressal mechanism 	<ul style="list-style-type: none"> • Ongoing and regular engagement through emails, calls, SMS, WhatsApp, branch, and relationship managers • Social media communication • Marketing campaigns • Customer satisfaction surveys 	<ul style="list-style-type: none"> • Number of products offered • Number of loans disbursed • Number of families supported • Number of branches
 <p>Investors/Shareholders</p>	<ul style="list-style-type: none"> • Ethical business practices and good corporate governance • Regular dividends • Sustainable performance and value creation • ESG integration into strategy and operations • Transparent reporting and disclosure 	<ul style="list-style-type: none"> • Annual and quarterly investor meets/calls • Investor presentations • Annual General Meeting • Investor grievance channels • Annual report 	<ul style="list-style-type: none"> • Credit rating • Assets under management • Net profit • Dividend • Return ratios

STAKEHOLDER GROUP	NEEDS AND EXPECTATIONS OF STAKEHOLDERS	ENGAGEMENT MODE AND FREQUENCY	KPIs
 <p>Employees</p>	<ul style="list-style-type: none"> • Training and development • Fair and timely remuneration • Rewards, recognition, and appreciation for performance • Diverse, open, non-discriminatory, and safe working environment • Work-life balance 	<ul style="list-style-type: none"> • Town halls • One-on-one meetings • Training and development workshops • Engagement initiatives • Learning through online modules • Digital apps for employees and collection officers • Performance appraisals 	<ul style="list-style-type: none"> • Number of training hours for employees • Awards received • Diversity in workforce • Number of appraisals and reviews conducted
 <p>Communities/ NGOs</p>	<ul style="list-style-type: none"> • Social upliftment • Enhancing financial literacy • Community welfare initiatives 	<ul style="list-style-type: none"> • Financial inclusion and literacy initiatives • Regular CSR initiatives by IIFL Foundation • Focus on health, education, livelihood and poverty alleviation • Employee volunteering 	<ul style="list-style-type: none"> • Number of families supported • Amount spent towards CSR • Current welfare initiatives in operation
 <p>Government/ Regulators</p>	<ul style="list-style-type: none"> • Compliance with laws and regulations • Ethical business • Active participation in industry and regulatory working groups 	<ul style="list-style-type: none"> • Mandatory regulatory filings • Periodical submission of business performance • One-on-one or group meetings • Written communications 	<ul style="list-style-type: none"> • Liquidity ratio • Number of stakeholder grievances addressed
 <p>Business Partners/ Suppliers</p>	<ul style="list-style-type: none"> • Fair and ethical procurement and engagement practices 	<ul style="list-style-type: none"> • Regular meetings, seminars, and workshops 	<ul style="list-style-type: none"> • Timely payments • Share of procurements from MSMEs
 <p>Lenders</p>	<ul style="list-style-type: none"> • Institutional loans • Lending to underserved/ PSL segments 	<ul style="list-style-type: none"> • Submission of reports as necessary and mutually agreed upon • Annual/quarterly and need-based meetings 	<ul style="list-style-type: none"> • Credit rating • Liquidity ratio

Materiality Assessment

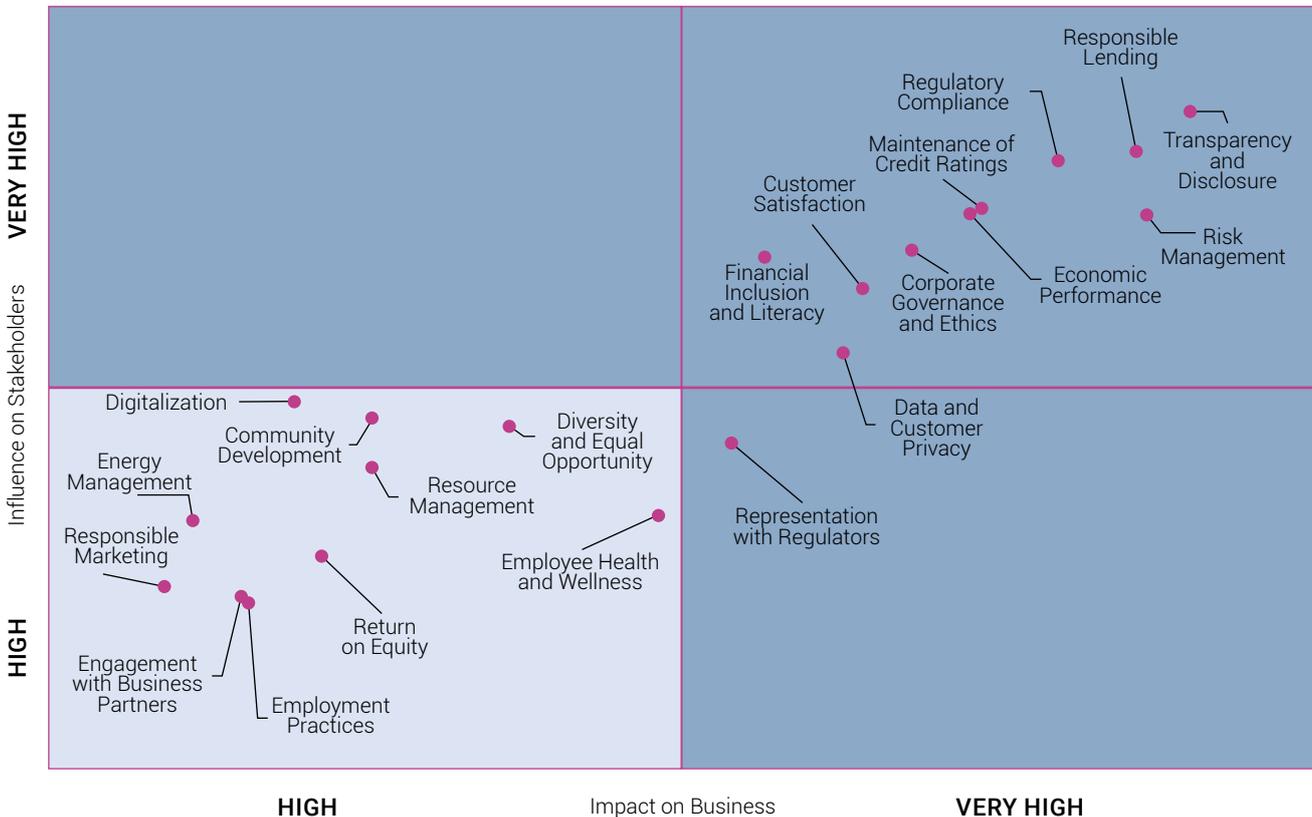
Materiality assessment is an essential step in a company's sustainability journey and aids in determining strategic direction. The exercise provides a basis for corporate sustainability practices and strategic insights into possible courses of action. For our materiality assessment, we followed the GRI framework requirements.

As a first step, we conducted interactions between the leadership of IIFL Samasta and the Company's numerous stakeholders that have direct or indirect influence on the Company's operations. Next, we conducted secondary research and spoke with internal stakeholders to create a selection of the most important issues. Based on business operations and strategies, 21 significant ESG issues were identified. The scores of the senior management on the X axis and those of the stakeholders on the Y axis were then plotted to finalize the material topics.

Material Topics

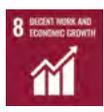
1. Transparency and Disclosure
2. Responsible Lending
3. Risk Management
4. Regulatory Compliance
5. Maintenance of Credit Ratings
6. Economic Performance
7. Corporate Governance and Ethics
8. Customer Satisfaction
9. Data and Customer Privacy
10. Financial Inclusion and Literacy
11. Representation with Regulators
12. Employee Health and Wellness
13. Diversity and Equal Opportunity
14. Resource Management
15. Digitalization
16. Community Development
17. Return on Equity
18. Employment Practices
19. Engagement with Business Partners
20. Energy Management
21. Responsible Marketing

IIFL SAMASTA MATERIALITY MATRIX



SDGs Alignment

Material Topic	Associated Frameworks	Significance of Material Topic	Impact Boundary	Key Capitals Impacted	Key Stakeholders Impacted	SDGs Involved
Transparency and Disclosure	GRI, SASB	We are committed to making appropriate disclosures around our business and sustainability performance. Such disclosures are communicated to one and all through our public platforms in a transparent and timely manner.	Within Organization Outside Organization			
Responsible Lending	SASB, GRI, MSCI, DJSI, BRSR	As a microfinance institution, we have been lending to the underprivileged, underbanked sections of the society. We are in the process of exploring relevant ESG parameters which can be weaved into our lending practices. Our endeavor is to provide need-based financial solutions to our customers on a sustainable basis.	Within Organization Outside Organization			
Risk Management	SASB, GRI, DJSI	In an increasingly dynamic world, efficient risk management helps organizations stand out. We are in the process of identifying ESG risks relevant to our business and adopting appropriate mitigation measures, wherever needed.	Within Organization			
Regulatory Compliance	GRI	Being in the microfinance lending sector, we are subject to a vast array of regulatory norms by RBI, Government and other regulatory bodies. We have been compliant with all rules and regulations applicable to us and will continue to do so in a timely manner.	Within Organization Outside Organization			
Maintenance of Credit Ratings		Being in the lending business, capital is the key raw material for us and hence, we raise funds from time-to-time to drive our growth. Maintaining healthy credit rating is imperative for us. This in turn, helps us grow investors' trust in our abilities and keep cost of borrowing under check.	Within Organization			

<p>Economic Performance</p>	<p>GRI, BRSR</p>	<p>Delivering all-round, sound economic performance on all key parameters is of utmost importance to us. We are committed to create wealth for our stakeholders in a responsible, sustainable manner.</p>	<p>Within Organization Outside Organization</p>			
<p>Corporate Governance and Ethics</p>	<p>GRI, SASB, MSCI, DJSI</p>	<p>We follow best-in-class corporate governance practices. Our focus is to keep on bringing more accountability into our internal operations.</p> <p>We have well-defined policies in place for anti-corruption, anti-competitive behavior, and anti-money laundering, among others.</p>	<p>Within Organization</p>			
<p>Customer Satisfaction</p>	<p>GRI, BRSR</p>	<p>Our customers form the center of our existence and all our activities are aimed at delivering value to them. We provide them need-based financial solutions and interact with them constantly to understand and meet their expectations.</p>	<p>Within Organization Outside Organization</p>			 
<p>Data and Customer Privacy</p>	<p>GRI, MSCI, BRSR</p>	<p>With increased usage of online tools and platforms, data security and protection of customer privacy has gained unprecedented importance. We have state-of-the-art systems in place to avoid inadvertent leakages, theft, or misuse. We are committed towards protection of data; using information or data for the original intended purpose only and observing confidentiality.</p>	<p>Within Organization Outside Organization</p>			
<p>Financial Inclusion and Literacy</p>	<p>GRI, MSCI, DJSI</p>	<p>We cater to the underbanked, underprivileged sections of the society. Financial inclusion is an inseparable part of our existence. Along the way, we also drive financial literacy across our customers and communities.</p>	<p>Within Organization Outside Organization</p>			 

<p>Representation with Regulators</p>	<p>GRI</p>	<p>As we operate in a highly regulated industry, we engage regularly with Government and regulatory bodies on several matters, including public policy, compliance, Government schemes, tax regulations and so on.</p>	<p>Within Organization Outside Organization</p>			
<p>Employee Health and Wellness</p>	<p>GRI, BRSR, DJSI,</p>	<p>We are committed to adopt superior practices aimed at providing our employees with complete support in ensuring their health and wellness.</p>	<p>Within Organization</p>			
<p>Diversity and Equal Opportunity</p>	<p>GRI, SASB</p>	<p>Our work culture is inclusive and we provide equal opportunities to all employees across genders, backgrounds and qualification. Our diverse workforce enhances overall productivity of the organization.</p>	<p>Within Organization</p>	 		
<p>Resource Management</p>	<p>GRI, BRSR</p>	<p>We are committed to using exhaustible resources such as water and energy, responsibly. We are implementing several measures to reduce the environment footprint of our branches/offices across all locations.</p>	<p>Within Organization Outside Organization</p>	   	  	
<p>Digitalization</p>	<p>GRI</p>	<p>We are using digitalization to acquire customers seamlessly, lowering operating costs across the entire chain and delivering superior experience for our customers. We believe, our strong digital capabilities lend us a long-term competitive moat.</p>	<p>Within Organization Outside Organization</p>	   	 	
<p>Community Development</p>	<p>GRI, BRSR</p>	<p>We work closely with our communities to drive inclusive development. Our focus is on driving actions that will not only address the adverse situations faced by our community, but also help them achieve sustainable positive impact.</p>	<p>Within Organization Outside Organization</p>	 	 	   

Employment Practices	GRI, SASB, MSCI, DJSI	<p>Our work culture aims to provide all-round growth, fostering and well-being to our people. Our policies on hiring, recruitment, retention and related practices, and working conditions are defined keeping the best interest of our people in mind.</p> <p>We provide them with an environment of continual learning and development.</p>	Within Organization			 
Engagement with Business Partners	BRSR	<p>Using an ESG lens to identify and onboard business partners will help us create sustained value in the long run.</p>	Within Organization Outside Organization		 	
Responsible Marketing	GRI, BRSR	<p>It is of utmost importance to us that we deliver clear, transparent and adequate information about our financial solutions to the customers.</p> <p>This also includes marketing communications, which enable our customers make well-informed decisions.</p>	Within Organization Outside Organization			



ECONOMIC PERFORMANCE

Our financial performance

Sr. No	Particulars	Amount (₹)
1.	Direct economic value generated: revenue	10,19,92,75,758
2.	Economic value distributed	9,70,15,12,831
A.	Operating costs	7,22,90,55,351
B.	Employee wages and benefits	2,37,47,84,403
C.	Payments to government by country (taxes)	8,34,05,534
D.	Community investments (CSR)	1,42,67,543
3.	Economic value retained	49,77,62,927

At IIFL Samasta, economic growth goes together with business responsibility. Our multidimensional approach to success ensures that we hinge our economic performance on customer-centricity. Capital inputs from investors are utilized for servicing stakeholders.

IIFL Samasta continues to generate and distribute economic value year-on-year. Over the last financial year, we have seen an increase in direct revenues by 45%. As an institution, we continue to see profitability by providing a seamless and intuitive borrowing experience. We strive to share this economic value generation with our shareholders, employees, the government, and local community. This, in turn, allows us to play a growing part of the economy and uplift under-served sections of the society.



'AA-' RATING

IIFL Samasta's CRISIL Long-term Rating & Outlook

Maintaining Credit Ratings

The importance of maintaining a strong credit rating is evident in its high-ranked addition to our material issues. A good credit rating allows us to acquire loans from banks at lower interest rates. At IIFL Samasta, we have strived hard to maintain our ratings by ensuring timely servicing of financial obligations.

By fortifying our strengths and addressing opportunities in business operations, we continue to be ranked favorably by rating institutions. Although, the COVID-19 pandemic changed the nature of business and brought in many financial challenges on lenders and borrowers, we engaged in steady disbursements and growth of assets under our management.

In September 2021, CRISIL upgraded our credit rating from A+/Stable to AA-

Responsible Marketing

At IIFL Samasta, we go the extra mile to serve our customers. Access to knowledge and sound decision-making plays a major part in the marketing process to ensure that our customers are never left in the dark. Well-rounded communication is foundational to IIFL Samasta's product offerings, and various methods are used to ensure that the communication reaches the furthest ear.

Our work continues to reach our expansive network by inculcating vernacular languages in our communication.

During the year, we did not record any incidents of non-compliance with regulations and/or voluntary codes concerning product labeling and marketing communications.

GOVERNANCE AND ETHICAL BEHAVIOR

As a provider of financial services, we are aware of the risks posed by money laundering, corruption, and bribery. We have zero tolerance for these financial crimes and are dedicated to operating our business ethically and in accordance with all relevant laws and regulations. In this regard, the components of training and adherence to pertinent regulations and procedures make up the core of our strong anti-corruption, code of ethics and corporate governance frameworks.

Our policy framework



Corporate Governance

IIFL Samasta is committed towards adopting the best practices and the highest standards of corporate governance through transparency in business ethics, accountability to customers, government, and others.

We are committed to ensuring good governance through the implementation of effective policies and procedures, which is mandated and regularly reviewed by the Board or the Board committees.



We remain cognizant of regulatory guidelines for the financial sector mandated by government agencies and act in accordance with those. The Reserve Bank of India has periodically released guidelines on corporate governance to help NBFCs follow best practices and increase transparency in their operations. The guidelines for corporate governance have been specified by the Reserve Bank of India under Chapter XI of Master Direction – Non-Banking Financial Company Systemically Important Non-Deposit taking Company and Deposit taking Company (Reserve Bank) Directions, 2016, as amended from time to time. In pursuance of the RBI Guidelines and to ensure proper corporate governance and transparency at all levels, the Corporate Governance Policy of the Company has been framed appropriately and acts as the framework for ensuring proper governance and any amendments in the relevant regulations have an overriding effect upon the policy.

Prevention of Sexual Harassment (POSH) Policy

IIFL Samasta takes a strong view on ensuring a respectable and safe environment for all the Company’s employees. Towards this, we have put in place the Prevention of Sexual Harassment (POSH) Policy in line with The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act and Rules, 2013. The purpose of this policy is to prohibit, prevent and redress any form of harassment that may amount to or connote sexual harassment at IIFL Samasta. This policy is applicable to all incidents of sexual harassment that occur at IIFL Samasta and to all persons who are parties (i.e., as victim, perpetrator or witness) to such harassment, whether or not employed by IIFL Samasta. Though the Act is pro-women, at IIFL Samasta considering inclusivity, we have kept it gender neutral.

Scope of the POSH Policy:



IIFL Samasta has an Internal Committee (IC) formed by senior employees and regional spocs to ensure better administration of the POSH policy.

Ethics and Compliance

We recognize our role as a corporate citizen and endeavor to adopt the best practices and the highest standards of corporate governance through transparency in business ethics, accountability to customers, government, and others.

Anti-Corruption and Bribery

Employees and third-party service providers of IIFL Samasta are prohibited from:

Offering or suggesting or authorizing the offer or suggestion of a bribe

Paying bribes

Soliciting or accepting a bribe to influence a decision, to obtain unauthorized access to confidential information, or to commit or omit to do an act, whether or not the outcome would have been the same without the bribe

Making facilitation payments

Using another party to conduct any of the above

Using vendors or suppliers that do not have high standards on bribery and corruption

Processing funds known to be, or reasonably suspected of being, the proceeds of bribery or corruption

In FY 2021-22, no legal actions were pending or completed with regards to anti-competitive behavior, violations of anti-trust, and monopoly legislation in which the organization could have been identified as a participant. We can confirm that

- No significant fines of monetary values were sanctioned
- There were zero number of non-monetary sanctions
- No cases were brought in through the established dispute resolution mechanisms

IIFL Samasta saw no confirmed incidents of corruption, no employees dismissed or disciplined for corruption, no incidents where contracts with business partners were terminated or not renewed due to violations related to corruption. Furthermore, there were no public legal cases regarding corruption brought against the organization or our employees during the reporting period.

Risk Management

Effective risk management is essential to any organization's success. IIFL Samasta is exposed to risks due to loan activities and the environment it works in.

Comprehensive policies and processes have been created and put into place by the Company to identify, analyze, monitor, and manage risks across the board.

The Risk Management Committee currently consists of the following members:

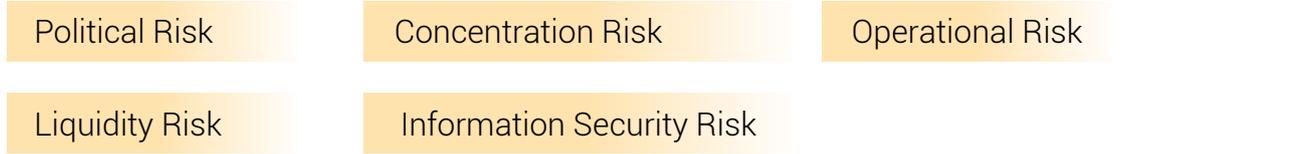
1. Mr. Narayanaswamy Venkatesh
2. Mr. Shivaprakash Deviah
3. Mr. Ramanathan A.
4. Mr. Monu Ratra

The risk management process is continuously enhanced and tailored to the shifting risk environment, and its adaptability is tracked and evaluated for suitability in the shifting risk environment. An event-driven assessment of the risk landscape is a step in the continuous evaluation of risk processes. The Company has a complex risk management procedure. This rests on the three pillars of Business Risk Assessment, Operational Controls Assessment and Policy Compliance Processes.



Monitoring is also done and resolved by the businesses and functions systematically address them through mitigating actions on a continuing basis. These are discussed with both the Management and the Risk Management Committee of the Board. IIFL Finance is in the process of incorporating ESG risks within the enterprise risk management framework. Same approach will be followed by IIFL Samasta.

Some of the key risks which the Company has identified include:



Risk type	Mitigation	Key capitals involved	Key stakeholders involved
Political risk	IIFL Samasta believes that political risk can be mitigated through responsible lending and fair pricing.		
Concentration risk	IIFL Samasta aims to avoid unbalanced concentration in both loan portfolio and borrowings by having well-defined geographic and borrower dependence norms.		
Operational risk	IIFL Samasta's core business is to provide collateral-free loans in rural areas, and consequently, requires enhanced operational risk management. To mitigate the operational risk, the Company adopted integrated cash management system. It has embarked on the journey to adopt cashless collections process. Currently under pilot run in select states, once the model is successful, the platform will be rolled out pan-India. This initiative will mitigate risks related to cash misappropriation and robbery. Further, the collection process will be very effective on account of adopting this initiative.		
Liquidity risk	Effective liquidity management holds significant importance for the Company. Due to operational requirements and corporate commitments, the Company has a bias for liquidity. Along with funding strategy and asset liability management, the Company is in the process of defining liquidity metrics to ensure sufficient liquidity in line with business requirements and aid risk mitigation.		
Information security risk	IIFL Samasta implemented Information Security Management System (ISMS) – an integrated collection of policies, procedures, and controls – for continuous control implementation and monitoring of information security. The primary goal of an ISMS is to manage risks and increase the Company's resilience against evolving security threats and ensure the confidentiality, integrity, and availability of company and customer information. An ISMS has numerous benefits: <ul style="list-style-type: none"> • Compliance with regulatory and contractual requirements • Competitive advantage with proof of information security for third parties • Identification, evaluation, and handling of existing risks • Protects business from security breaches through risk-based controls 		

Regulatory Compliance

As responsible corporate citizens, we expect that our employees follow all applicable socioeconomic and environmental legal frameworks. Dedicated teams monitor regulatory compliance on a regular basis.

We ensure that appropriate external auditors and legal professionals verify compliance with the major Acts/Regulations. Furthermore, the Board reviews compliance reports of laws applicable to the Company on a regular basis. We also map emerging regulations, which allows us to develop the necessary capabilities and transition to the new regime smoothly.

Data and Customer Privacy

In accordance with the RBI's IT Framework for NBFCs, IIFL Samasta developed an Information Security Management System (ISMS) that embraced the ISO/IEC 27001 standard. Utilizing a risk-based approach, the ISMS manages risks by identifying, evaluating, and responding to them in accordance with the CIA triad of information security.

We received no complaints from outside parties, regulatory bodies for data and customer privacy and had no leaks identified, threats, or losses of customer data in this year.

Data and Customer Privacy

(Nos.)

Complaints received from outside parties	0
Complaints from regulatory bodies	0
Identified leaks, thefts, or losses of customer data	0



SUSTAINABLE FINANCING

Responsible lending practices

IIFL Samasta's core business operations are pinned on the foundation of sustainable financing practices. This reflects in our responsible lending practices which include asset liability management, a clear and practical funding strategy. We also have in the pipeline defined liquidity metrics for sufficient liquidity to meet all business requirements and mitigate risks.

With a stable foundation, we can confidently proceed on our model of financial support for those in underserved areas or with informal credit documentation history. As of March 31, 2022, we reached new highs since before the pandemic with loan disbursements.

DISBURSED LOANS

₹ Crore

5,701.41

TOTAL NUMBER OF LOANS DISBURSED FOR

FY 2021-22

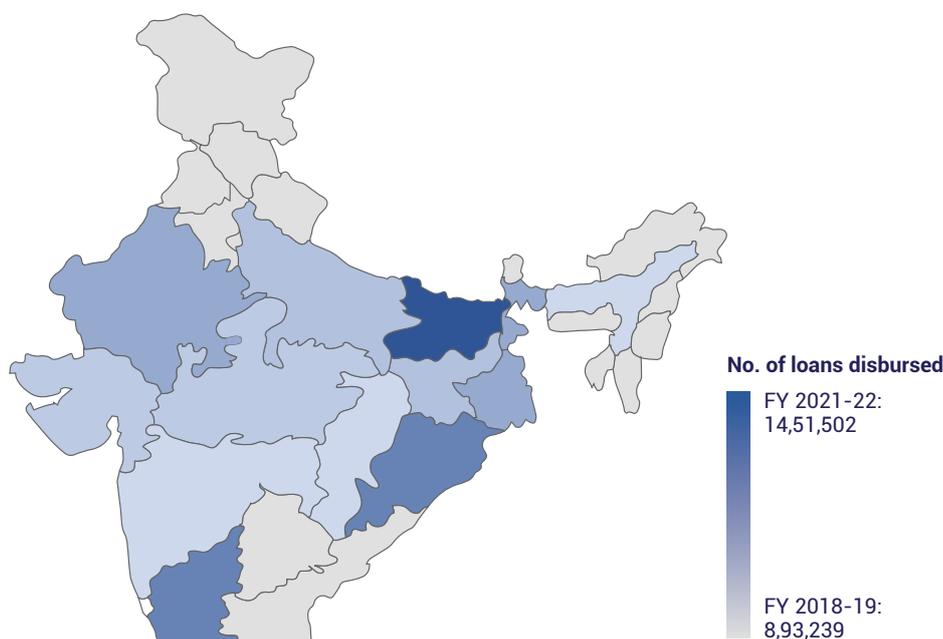
14,51,502

FAMILIES SUPPORTED IN 17 STATES

17.5 lakhs+



No. of loans disbursed during FY19-FY22



We thrive in the success of our customers and their businesses. The meteoric growth of our disbursements is contingent on superior customer service, innovative product offerings and readily accessible and quick procedural processing.

This map is a generalized illustration only for the ease of the reader to understand the locations and it is not intended to be used for reference purposes. The representation of political boundaries and the names of geographical features/states do not necessarily reflect the actual position. The Company or any of its directors, officers or employees, cannot be held responsible for any misuse or misinterpretation of any information or design thereof. The Company does not warrant or represent any kind of connection to its accuracy or completeness.

Total loan amounts disbursed by state

Year	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22
State	Amount	Amount	Amount	Amount
Assam	₹ 67,41,51,702	₹ 54,24,30,973	₹ 33,24,41,072	₹ 1,67,12,200
Bihar	₹ 4,13,91,66,181	₹ 6,70,55,55,769	₹ 6,47,84,64,172	₹ 10,13,67,69,959
Chhattisgarh	₹ 49,23,25,325	₹ 35,48,78,094	₹ 49,38,63,571	₹ 58,52,26,346
Goa	₹ 11,92,81,628	₹ 13,35,55,246	₹ 11,81,75,840	₹ 10,82,47,100
Gujarat	₹ 93,25,61,000	₹ 1,22,25,57,176	₹ 1,53,64,55,409	₹ 2,03,57,94,540
Jharkhand	₹ 9,80,63,000	₹ 31,16,34,000	₹ 40,45,07,010	₹ 1,03,72,58,741
Karnataka	₹ 3,32,67,38,744	₹ 3,23,16,56,287	₹ 4,42,46,49,604	₹ 6,94,40,34,781
Kerala	₹ 34,80,90,000	₹ 91,50,04,122	₹ 76,27,86,793	₹ 1,46,51,08,234
Madhya Pradesh	₹ 43,59,51,000	₹ 1,18,52,76,256	₹ 1,72,50,86,539	₹ 3,44,60,71,974
Maharashtra	₹ 73,16,69,234	₹ 99,96,38,061	₹ 63,40,95,043	₹ 89,68,56,000
Odisha	₹ 4,16,18,22,663	₹ 3,38,74,21,346	₹ 5,33,36,78,010	₹ 6,98,70,08,247
Puducherry	NA	₹ 8,35,74,475	₹ 7,01,79,832	₹ 13,76,58,847
Rajasthan	₹ 2,52,59,36,100	₹ 2,79,07,43,522	₹ 3,93,93,89,496	₹ 5,73,82,92,492
Tamil Nadu	₹ 4,87,89,56,581	₹ 5,90,62,22,639	₹ 6,62,88,89,423	₹ 10,05,91,82,995
Tripura	₹ 2,63,01,000	₹ 16,51,54,000	₹ 21,25,43,295	₹ 38,78,69,101
Uttar Pradesh	₹ 16,84,88,000	₹ 52,72,04,001	₹ 76,99,91,297	₹ 1,82,40,60,051
West Bengal	₹ 1,12,25,38,689	₹ 2,33,01,85,384	₹ 2,92,38,33,401	₹ 5,20,79,94,049
Total	₹ 24,18,20,40,847	₹ 30,79,26,91,351	₹ 36,78,90,29,806	₹ 57,01,41,45,657

CASE STUDY

Sajal - Sanitation and Jal Loans for Rural India

In a fascinating exchange that took place in a quaint town of Murshidabad, West Bengal, IIFL Samasta had the opportunity to help a family in need of accessing basic amenities of life.

The family of three - Mr. Bishu Mondal, Mrs. Runa Laila Bibi and their young son, were in dire need of support. The family had been surviving on the brink of financial trouble with strapped finances since the husband was the sole earner.

Lack of running water facilities and precarious toilet conditions plagued the family, making their needs of basic hygiene a challenge. The family's water and sanitation situation hung by a thread as they barely managed to afford. They faced serious health risks due to poor sanitary levels. In addition, the poorly constructed toilet was risking the water table. Unfolding at a time when their young son was in the midst of completing his high school education for 11th standard was raising huge inconveniences.

But their situation rapidly changed with support from the Sajal loan - a small ticket loan designed to help the families without requiring any collateral - was apt for the family. This loan was floated by IIFL Samasta in collaboration with water.org.

Mrs. Runa Laila Bibi had already been in touch with representatives of IIFL Samasta and was a part of the network. On knowing about the Sajal loan from IIFL Samasta's outreach initiatives, the family requested to avail the loan and after a seamless process qualified for a loan of the maximum amount of ₹ 30,000 with a repayment period of 2 years. With a manageable Equated Fortnightly Installment (EFI), the family was very happy seeing the ease of repayment and were much more comfortable taking on the commitment. With the flow of capital, they promptly fixed water supply pipelines, connecting it with the main supply line. They also had the opportunity to renovate the toilet. The family today has been able to turn their water and sanitation around to live a healthier life.



On knowing about the Sajal loan from IIFL Samasta's outreach initiatives, the family requested to avail the loan and after a seamless process qualified for a loan of the maximum amount of ₹ 30,000 with a repayment period of 2 years. With a manageable Equated Fortnightly Installment (EFI), the family was very happy seeing the ease of repayment and were much more at ease taking on the commitment.

Group loan for new business



Ms. Deepa G. who hails from the rural district of Namakkal, had been a seasonal business entrepreneur. With lack of funding, she struggled to find a regular source of income. Living with her family of 4 members, including herself, her husband and 2 children, it was imperative that a change was needed in the situation. With both kids pursuing their higher education, and her husband earning a daily wage, Deepa wanted to scale up her business.

At that opportune time, a CRO from IIFL Samasta reached out to her village with an offering of a Group

Loan. The Group Loan included Deepa, who could benefit from the offered loan amount of ₹ 35,000. After signing on for the offer, Deepa promptly received her loan amount in a short span of 5 days.

Ever since, Deepa has expanded her business, by introducing daily vegetable sales to her income. She now operates her business in 2 locations, allowing for a greater chance of income from her sales at the vegetable markets.

Today, Deepa's income is consistent and a source for income and the education of her children. Deepa's son is pursuing a Bachelor's degree in business, while her daughter is appearing for her 12th grade exam. Their education is also a dream turned reality supported by an education loan from IIFL Samasta to the family, which has made Deepa a lifelong customer of IIFL Samasta.

At that opportune time, a CRO from IIFL Samasta reached out to her village with an offering of a Group Loan. The Group Loan included Deepa, who could benefit from the offered loan amount of ₹ 35,000. After signing on for the offer, Deepa promptly received her loan amount in a short span of 5 days. Ever since, Deepa has expanded her business, by introducing daily vegetable sales to her income.

Loan for business expansion



Ms. Uma works in the bustling city of Bengaluru, running her shop where she sells flowers in the neighborhood of Banaswadi. Uma has become a local sensation in the neighborhood due to her unique offerings of skillfully arranged bouquets, arranging and offering the best and freshly picked flowers to customers.

Uma was already on her way to becoming a proficient businesswoman and running a successful microbusiness. Her plans were to grow and in this endeavor, IIFL Samasta played an enabling role. Uma was provided with a loan amounting to ₹ 60,000 to expand her product range, which in turn led to a lot of success amongst her customers. Her initiative and IIFL Samasta's strong customer relationship allowed Uma to build a healthy credit history and serve her customers successfully.

Uma consequently applied for more loans which have allowed her to continuously build her business. She now buys flowers in bulk and can ensure their timely delivery.

Uma was provided with a loan amounting to ₹ 60,000 to expand her product range, which in turn led to a lot of success amongst her customers. Her initiative and IIFL Samasta's strong customer relationship allowed Uma to build a healthy credit history and serve her customers successfully.

Income generation loan and moratorium through difficult times



The COVID-19 pandemic upturned countless lives and threw financial security into jeopardy for small and large businesses. With dwindling streams of income, Ms. Kumari Sahoo of Sandhapur, Odisha faced an onset of problems as a grocery store owner.

Kumari had a long standing history with IIFL Samasta, having taken an Income Generation Loan as her first loan to open a shop in the Sandhapur market. Initially, the loan of ₹ 30,000 enabled her to maintain store inventory and keep the store running. Her income streams were stable enough for her to be accepted for a second loan of ₹ 40,000,

Kumari had a long standing history with IIFL Samasta, having taken an Income Generation Loan as her first loan to open a shop in the Sandhapur market. Initially, a loan of ₹ 30,000 enabled her to maintain store inventory and keep the store running. Her income streams were stable enough for her to be accepted for a second loan of ₹ 40,000, which further expanded the store's stocks and helped her maintain a standard income flow of ₹ 7,000 a month.

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But, the pandemic brought an exceptional dilemma in her business through the lockdowns and lack of income. This made payment of the EMIs difficult through an already tumultuous period. IIFL Samasta stepped in to ease her situation by providing a three-month long moratorium and a well-timed loan which could support her to reopen. Kumari has been building her credit history with IIFL Samasta, taking on a loan aimed to increase inventory stocks and has expressed a lot of gratitude towards the organization, with the support it has afforded her and her family.

Financial inclusion and literacy

We understand the inter-sectional relationship between financial literacy and underserved groups, which is why financial literacy continues to be a key area of focus for the Company. We are committed to providing financial stability and freedom to under-served groups primarily by building a financially literate customer base, enabling them to make well-informed financial choices. This approach enables us to enhance our customer pool as well.

Through our online financial literacy initiative, we circulate informative videos and brochures to our existing and new customers, providing a brief of our various products and solutions available for the unbanked and underbanked category of public. Every year, we look to pierce through regions less frequented by the banking system, and expand our networks.

This year, our educational videos and brochures have reached more than 15 lakh existing and new customers across (MFI, IL and DCL) business lines and provided them the tools and knowledge to become more financially prudent.

Towards IIFL Samasta's commitment to financial education support for all, the Company launched a novel program in two blocks of Bihar to educate women, youth, and the larger farming & auxiliary communities on financial prudence. Through a village-level training program, evidential change was brought about in saving habits, an induction into the formal financing system and enrolment in government schemes directed towards their benefits. IIFL Samasta representatives also guided the community members in their long journey for financial inclusion by setting up kiosks in villages and undertaking post-training follow-up visits to ensure a comprehensive rollout of the initiative and lasting impact.

Over the years, our financial inclusion and literacy drives have also been instrumental in establishing IIFL Samasta as a trusted brand among the financially underserved.

More than 5,048 beneficiaries have been trained under the 'financial education for all' initiative. In addition, 552 beneficiaries have been helped for financial inclusion.



SERVING OUR CUSTOMERS

Customer satisfaction is the bedrock of our value as an enterprise. We build loyal relationships by exceeding expectations in every single customer interaction. A curated approach is in place to ensure we take customer needs into consideration, maintain an ongoing dialogue, and cater to them effectively.

We maintain quality control over our performance with customers through multiple standards of procedure. As part of customer interactions, we have the ratings provided by our customers as feedback. We capture feedback scores and a mean score is calculated to quantitatively measure interactions. We place equal importance to our qualitative feedback gathered often through in-person stalls to capture and conduct market-data studies. These studies allow us to understand what the customers' needs are.

We actively utilize the knowledge gathered from these inputs to inculcate suggestions. Some of the transformations which have taken place through active stakeholder engagement are



Loan disbursements and fund transfers have been prioritized to achieve quicker turnaround times



Provisions of best-in-class loan servicing and interest rates to IIFL Samasta customers



Customer feedback boxes have been placed in all branches, customers are encouraged to address any queries or complaints they have



A toll-free number 1800-120-8868 is available for customers to address their queries or concerns

Our mission has always been to close the gap between ambition and achievement through products and services. Our product offerings are designed to incorporate small-ticket borrowers, promote financial inclusion, folding more people into economic formalization, promote entrepreneurship and empower women. We understand our customers' requirements and channel this knowledge to devise products that match their needs.

Digitizing for enabling access

At IIFL Samasta, we believe technology is the quickest way to reach our expanding base of customers. Digitization also opens new pathways for an enhanced and personalized experience while bringing down the time to service customers.

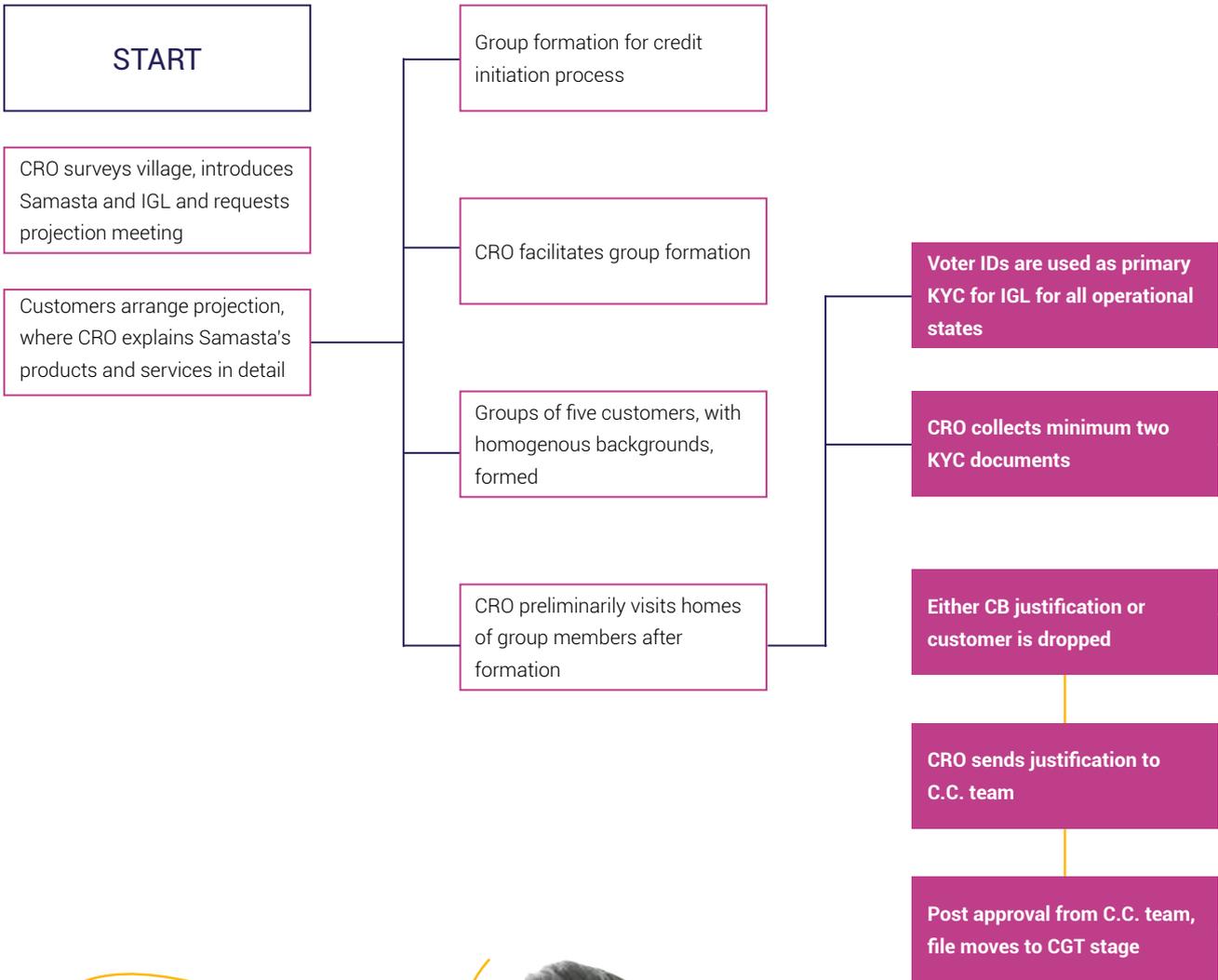
Our approach towards digitization is tied to three key ideas:

- Enhance efficiency of people and processes
- Improve customer engagement
- Channelize business growth and paperless disbursement process

Village survey

Group formation

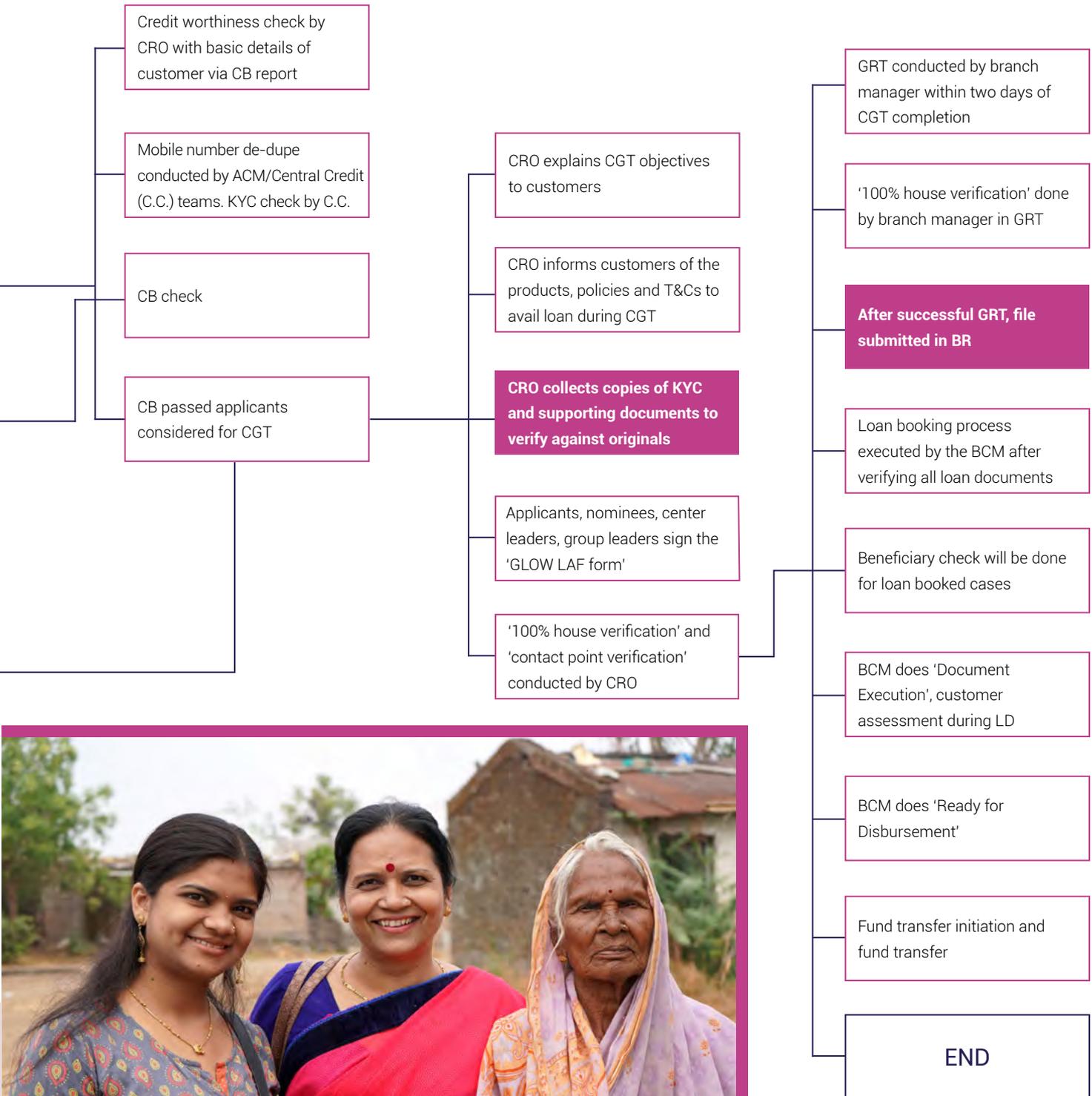
KYC collection



Data entry - Glow

CGT

GRT



Income Generation Loan Lending Process First Cycle Workflow – with paperless processes highlighted in 'Purple' for the pilot program

We are constantly focused on enhancing efficiency of people and processes. The attention to detail is hinged on promising a seamless and intuitive experience for first-time and regular users. This has allowed IIFL Samasta to deliver an improved customer experience and strong engagement through new opportunities which presented themselves to innovate better and contribute to business growth.

Our app 'Digilite' continues to enable customers to move away from cash. With a two-pronged approach, customers have been encouraged to utilize UPI, BBPS, AEPS for digital collection. Simultaneously, an expansion of Business Correspondent (BC) points was carried out. Transit BC points were setup to reduce the cash carrying risk of our CROs, SOs and CLOs to allow 'customer direct cash drop', which was enabled through an auto reconciled API-based methodology. The expansion of this feature has boosted the network by 50 times as compared to the previous year.

Major parts of inter-departmental workflows were smoothed through automation to reduce turnaround time (TAT), errors, dependency on people and ultimately lead to enhanced efficiency of system processes.

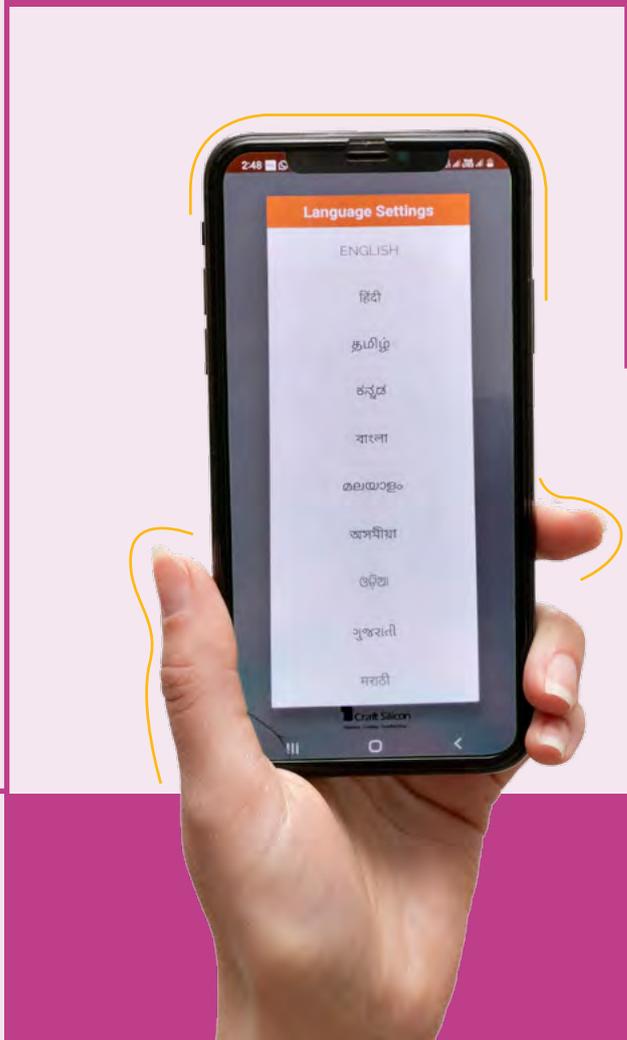
MAVRC – an internal application created for qualitative assessment of on-field workforce and their activities – was expanded and upgraded to primarily provide greater audit and internal controls. The quality of work done on field by employees of various departments can be monitored and controlled through accurate results captured by administration of questionnaires in the MAVRC portal. In 2021, the Company also introduced several departmental modules to the platform.

'Sakhi' – our exclusive microfinance customer app – was setup with the focus of taking a step further in helping setup micro enterprises. It provides all the loan-related information to customers in terms of their outstanding balance and repayment details.

This year, *Sakhi* was enriched with several new feature updates, such as 'Pay EMI online' function to take digital collection a step further. A 'Notifications and Alerts' functionality was also added to provide push-notifications and ensure users are informed within the app and outside of it. Further, language functionalities were integrated into the application with regional languages being added for SMS communication for 17 states.

Following are the language integrations in the application as per the state

State	SMS Language
West Bengal	Bengali
Bihar	Hindi
Odisha	Odiya
Uttar Pradesh	Hindi
Jharkhand	Hindi
Rajasthan	Hindi
Tamil Nadu	Tamil
Karnataka	Kannada
Tripura	Bengali
Maharashtra	Marathi
Gujarat	Gujarati
Chhattisgarh	Hindi
Assam	Assamese
Madhya Pradesh	Hindi
Kerala	Malayalam
Puducherry	Tamil
Goa	Marathi





There were many enrichments and optimizations implemented to support business decisions, channelize growth and enable error-free reconciliation with least human intervention. These allowed for greater efficiency and reduced turnaround time for issue resolutions.

- Enhanced customer retention through pre-approved loan process and top-up loans to existing customers. Furthermore, we have now included fast-track loan processing.
- Provided the most optimum travel route for our field officers through our business with SpotWays. This benefits field officers by saving travel time, and service customers better. It is a good cost-saving initiative for the organization, providing up to 35% reduction in travel allowance spends while reducing emissions.
- Worked to inculcate new rules, and machine learning algorithms were modified to better suit latest field scenario and sustainability integration for Geo-Analytics and SpotWays.
- Expanded customer onboarding in FY 2021-22, to accept e-sign integration, allowing customers and IIFL Samasta to go paperless and significantly improve the experience.

NURTURING OUR WORKFORCE



Maximizing human potential

A new employee orientation program was introduced to enhance the on-boarding experience of the new members within the institution. Orientations are instrumental in understanding how quickly an employee can settle into their role and synergize within the institution.

Upskill 2.0 aligns directly with our belief in helping all employees grow and learn. It is particularly focused on skilling on business processes. It is necessary to keep up with the fast pace at which the nature of business is changing. A major cornerstone of successfully running our business is the relationship between employees and customers, which is guided by employee knowledge and customer centricity.



The Company along with prioritizing women entrepreneurs, also prioritizes wellness of its women workforce. Along with bringing in more women into the workforce, we also want to retain the diversity, while actively hosting events revolving around women safety awareness and women nutrition talks.

Being sensitive to customer objections in the collection process is an important value for IIFL Samasta. We utilize our internal 'Ignite' process to handle the situation as understandingly through our field agents, as possible. As we move to digital collections, we are reducing the operational risk involved in the collection process and are confident that our internal mechanism will allow us to further build our customer relation longevity.

Upskilling has been a major priority which has been integrated and applied on many parts of our operation. We have upskilled the branch credit managers in our credit department to nurture associates and masters. Training for cashless applications was fundamental as we shift towards a more digitalized form of cash handling. Information security is a pertinent part of our operations and awareness

training was conducted to sufficiently ensure IIFL Samasta is fully compliant of regulatory requirements and least at risk from information mishandling. We have also trained employees to be more proficient for cross-selling products and processes, such as selling skills on 2-wheeler insurances, shopkeeper insurances, hospicash, water and sanitation loan within *Sajal*. Employees were also trained on business applications and IT-related rollouts to ensure smooth functioning of day-to-day operations.

For the personal benefits of employees, e-learning courses were also put in place through which continued learning was taken care of, in terms of business and credit processes for the IGL, retail vertical and *Sajal*. Additionally, we organized coaching courses wherein external training was conducted to gain a coaching certification to become performance executive coaches to the selected leaders.

Our employees' wellbeing is directly connected to Samasta's growth trajectory. A healthy workforce is one of the most important outlook of an institution. The COVID-19 pandemic has reinvigorated the focus on health and safety and accordingly IIFL Samasta has taken initiatives for employees' health and wellness.

We insured COVID-19 treatment for our workforce with an allowance provided to an employee going through illness. A COVID-19 bereavement policy was also designed for the family of a deceased employee to support and reduce the burden of the loss.

While these policies were put in place, it was also important for the institution to ensure that complete awareness and tips for wellness and protection from COVID-19 pandemic was afforded to all our employees. Protection was provided in the form of gloves and sanitizers to all employees. Moreover, regular sanitization of the office was carried out. Mental and physical wellbeing of employees is carried out by conducting yoga day and organizing walkathons in certain regions to boost health holistically.

The Company along with prioritizing women entrepreneurs, also prioritizes wellness of its women workforce. Along with bringing in more women into the workforce we also want to retain the diversity, while actively hosting events revolving around women safety awareness and women nutrition talks.

Living by our core values

'Respecting individuals through equitable and inclusive practices'



Our policies ensure employee evaluation is unbiased by keeping only performance and potential of the employee in forefront.



We respect the unique needs of our women staff, especially during natal care. Hence, we secure their previous performance scores during evaluation.



Our rewards are just & fair as the criteria for each reward is clearly defined. The recommendations are moderated by HR with defined criteria/performance data/intervention of senior leaders. This kind of transparency builds trust among employees, and they see value in their contribution.



Our management encourages inclusive culture and decides on any people-related policy, keeping equity and inclusivity at the center. In the last two years, we have seen incremental growth of women in senior management roles. However, the strength in our junior teams decreased during the COVID-19 pandemic, as their job roles involved a lot of field activities. In this scenario, we have developed policies and initiatives focusing on the interests and safety of women. Thus, the management has decided to increase the women's ratio in workforce by at least 5% in FY 2024-25.



We have allocated an extra 25% entitlement under Travel and Accommodation Allowance, as women safety is of utmost priority to us.



We launched a women-centric program, 'Rachna: Ek nayi soch ki seench', in the regional office in Bhubaneswar, Odisha in 2020, which later on was cascaded pan-India. The initiative centers around creating safe and conducive work environment for all our women employees. Programs under 'Rachna' entails various components – effective communication, increased self-confidence, returning to work, and awareness on health & nutrition, among others. We have held sessions on self-defense, nutrition and women rights & entitlements by trained professionals, nutritionists and higher officials from police department. These programs have had a significant impact as our women employees feel safer and more confident.



Diversity and equal opportunity

Our core growth strategy includes a focus on diversity and inclusion. As equal opportunity employers, we make sure that no one is treated differently from another employee because of their gender, race, color, religion, age or caste. We believe that the only requirement for selection and advancement is merit.

Diversity and equal opportunity within the workforce has been identified as a material topic for IIFL Samasta and is being pursued to ensure a better and a more representative workplace. A large part of IIFL Samasta's operations are conducted in rural settings. While empowering women and achieving greater financial literacy and self-sufficiency remains a major goal for the Company, it has been a challenge to bring more women into our fold. Given the nature of our business, our presence and business operations mostly center around rural areas. Employees tend to travel long distance to reach the customers, and the risk of carrying cash is also very high. Culturally, in various geographies of India, specifically in the rural segment, women are restricted to household work rather than being allowed to work outside. Owing to these conditions, the gender ratio is skewed in favor of men at IIFL Samasta.

We are striving to balance the gender ratio in our offices across all settings and have been increasingly engaging our women workforce to ensure working at the Company is welcoming and conducive. Currently, women make up 4.34% of our non-

management employees, 7.70% and 4.20% of middle and junior management, respectively.

In accordance with the requirements of The Sexual Harassment of Women at the Workplace (Prevention, Prohibition, and Redressal) Act, 2013, the Company has in place an anti-sexual harassment policy called 'Policy Against Sexual Harassment'. To address accusations of sexual harassment, Internal Complaints Committee (ICC) has also been established.

We have a growing presence and currently employ a total of 9,937 full-time employees.

Age and gender break-up of our workforce for FY 2021-22

Employee category	FY 2021-22							
	<30 years		30-50 years		>50 years		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Senior management	0	0	21	1	2	0	23	1
Middle management	22	7	198	11	1	0	221	18
Junior management	735	48	1,161	40	0	2	1,896	90
Non-management workers	6,307	155	1,184	41	1	0	7,492	196
Total	7,064	210	2,564	93	4	2	9,632	305

Employment practices

We are building a robust workplace to ensure that our employees are able to thrive throughout their journey with us. We are growing rapidly but continue to retain our identity, our values, while moving towards our mission.

This year our attrition rates were lower than our new employee hires. The year has also been good in terms of our ability to retain our staff. We attribute this to the inculcation of a healthy feedback culture in the organization.

We hired 6,467 new employees, while our total attrition was a total of 3,925, leading to a net-positive and a new chapter for numerous people who now proudly identify with IIFL Samasta as their workplace.



Employee turnover for FY 2021-22 (numbers)

Category	Employee turnover					
	<30 years		30-50 years		>50 years	
	Male	Female	Male	Female	Male	Female
Senior management	0	0	1	0	0	0
Middle management	14	4	43	3	0	0
Junior management	319	6	365	2	0	0
Non-management workers	3,550	91	277	7	0	0

New employees hired in FY 2021-22 (numbers)

Category	New employees hired					
	<30 years		30-50 years		>50 years	
	Male	Female	Male	Female	Male	Female
Senior management	0	0	0	0	1	0
Middle management	8	2	78	1	0	0
Junior management	621	12	753	9	0	0
Non-management workers	5,784	157	508	17	1	0

Our retention also hinges on the benefits we offer our people and we look to ensure that we can support them to our fullest capacity, promising them a richer quality of life and benefits which makes working at IIFL Samasta a delightful and enriching experience. We offer life insurance, health care, disability and invalidity coverage, retirement provision and stock ownership to all our full-time employees.

Benefits to employees

Benefit	Senior management	Middle management	Junior management	Contractual/Part-time
Life insurance	Yes	Yes	Yes	NA
Health care	Yes	Yes	Yes	NA
Disability and invalidity coverage	Yes	Yes	Yes	NA
Parental leave	No	No	No	NA
Retirement provision	Yes	Yes	Yes	NA
Stock ownership	No	No	No	NA



COMMUNITY RELATIONSHIPS

Our diligent effort goes into identifying pertinent problems faced by the communities and solving complex social and environmental challenges.

Through IIFL Samasta's diversified CSR projects, we aim to create sustainable positive impact in the lives of underserved communities across the nation. Diversification of efforts also allows for holistically building capacities of the communities including our customers. We assess our CSR execution strategy on a periodic basis for improvement in coverage of the benefits, increasing efficacy and enriching the positive impact of our work.

We also encourage our employees to participate in various CSR activities and promote a culture of volunteering and employee proactiveness, instilling empathy and the mindset of giving, in the community. Participation also builds cohesiveness between the employees amongst each other and with the community at large.

Our diligent effort goes into identifying pertinent problems faced by the communities and solving complex social as well as environmental challenges. By utilizing process-oriented execution and technology-based monitoring of all our CSR projects, we aim to deliver a more impactful and beneficial outcome to the last mile beneficiaries. These last mile beneficiaries also include communities we operate our business in.

Livestock development program

Livestock is an integral component of India's agrarian economy. About 9% of the agricultural labor force depend on livestock rearing as an activity for secondary income. In recent years, the growth, both in livestock production and productivity has decelerated owing to the lack of qualitative monitoring and timely attention to cattle's well-being. As a result, farmers and cattle owners have been forced to stop the practice of cattle rearing or sell their cattle at cheap rates. With an intention to help such farmer communities, IIFL Samasta initiated the Livestock Development Program (LDP), Cattle Artificial Insemination (AI) Centers.

Under Project Kamdhenu, IIFL Samasta set up 'Livestock Development Centers' at the village level to provide doorstep cattle health services (AI) and inputs to dairy cattle farmers. This was done to ensure

that adequate nutrition and monitoring takes place for cattle livestock which is central to the primary sector. The livestock development centers provide inputs on preventive health care measures and fodder management to the marginalized farmers community. The program promotes cultivation of improved fodder among dairy cattle farmers using 'Bajra Napier Hybrid-10', which is a robust, nutritious fodder crop and 'Lucerne', a deep-rooted herbaceous perennial legume. Both crops are resilient to droughts and survive well in high temperature regions.

In addition to crop recommendations, the program has been creating awareness of preventive health care measures by organizing cattle health camps and training programs. These initiatives have improved the milk productivity of the local cattle and buffalo through artificial insemination, balanced feeding, veterinary services and management.

Shiksha Ki Udaan: Scholarship for girl students

We noticed in the communities that we work with, how students belonging to underprivileged segments of the society were unable to continue studying due to a severe lack of affordable financing, often leading to voluntary dropouts every year. Multiple social barriers for education of girl child are causing more than 70% of girl students to drop out of school after secondary education. A major factor in this grave statistic is financial affordability, which contributes to more than 57% of the total dropouts in the country. The ratio of girls who drop out of school is higher compared to boys. We resolved to address this disparity in education beyond middle school.

Towards this, we launched *Shiksha Ki Udaan's* scholarship program for girls. This initiative is committed to enabling girl students coming from financially weaker sections of the society for pursuing education as far as they want to. Students were selected from a wide range of girls studying in Grade Nine up to post-graduation and were provided with financial support of ₹ 5,000 to cover their academic expenses.



The scholarship, till date, has propelled the lives of 1,214 girl students through education. Even through the COVID-19 pandemic, the financial aid created an enduring impact on the lives of the scholars. It reinstated the trust of the scholars in continuing education and a belief in the system for recognizing their efforts in the face of adversity.

1,720
CATTLE COVERED

33
VILLAGES COVERED

FY 2019-20

6,001
CATTLE COVERED

201
VILLAGES COVERED

FY 2020-21

7,209
CATTLE COVERED

241
VILLAGES COVERED

FY 2021-22

Currently, running **12 LDCs in 4 states**, IIFL Samasta's initiative is covering **241 villages.**

Over **10,494 farmers** have been supported under the Kamdhenu Project.



Women micro-entrepreneurs program

Women empowerment is a core objective of everything we do at IIFL Samasta. We look at entrepreneurship as a tool to further this objective through the creation of income channels for the woman entrepreneur. On these lines, we have the women entrepreneurs' program as one of our community building initiatives. We are aware that, women in rural areas are hardly encouraged to go out of homes and engage in economic activities. This has slowed down the growth of rural communities. The 'Women Micro-Entrepreneur Program' aims to increase the sustainable income among rural women through entrepreneurship development. This is done by IIFL Samasta in conjunction with Praan NGO. The project finds potential entrepreneurs among rural Indian women and assists them in starting their own businesses through capacity-building programs. These entrepreneurs are then connected to local and mainstream markets where they can sell their goods. This aids women in leading better lives and improving the financial situation of their family.

The project was piloted in Aurangabad district in Bihar where 85 women were trained on mushroom cultivation, goat rearing, tailoring, etc. till date. The workshops allowed the participants to learn the nitty-gritties of business setup, development and growth.

Over 200 women
have been identified
under this project.

Generation of employment in rural and semi-urban India

In the past year, IIFL Samasta has hired more than 4,000 people. Through the creation of large-scale opportunities in the rural and semi-urban areas, we aim to make rural jobs a lucrative option for curbing poverty and urban migration. Through extensive training programs geared towards the employment generation of semi-skilled and unskilled youth, we have been building the foundations of a thriving and resilient rural India over the past year. We hire through employment bureaus, and the *Pradhan Mantri Rojgar Protsahan Yojana*, and further train them through our structured training programs and help them in their long-term career aspirations. We are planning to support 10,000 more youths from rural India to transform them into young professionals over the coming period.

Skills development and sustainability program

India's Banking, Financial Services and Insurance (BFSI) sector is expected to provide jobs to 1.6 Million skilled workers by 2022 and has undergone a massive shift after the COVID-19 pandemic. However, the problem that this sector faces is the lack of employable manpower, with 58% Indian financial organizations finding it difficult to recruit the right candidate with upgraded skills.

The Company has set up training centers to cater to marginalized communities and address the issues of the potential beneficiaries who are taken to a level of preparedness to enter the workforce with sufficient skill and confidence.



This initiative helps the youth acquire the necessary skills in their chosen domain which will open up opportunities. In an introductory session, they are provided with the details on the importance of this skilling program. Post a screening process, the youth enroll in the training program and acquire job-specific focused training for 45 days. The training is followed up with the youth being enabled through job placements and follow-up support for navigating the onboarding process.

Currently, we are operating 2 training centers in Mysuru and Coimbatore with a total of 93 individuals enrolled for the training programs. The Company is committed to the success of the program and has provisioned to train 600 more individuals in the coming year.

Project Paryavaran: Tree plantation

Pertaining to our pledge to be environmentally conscious, IIFL Samasta organized city-based tree plantation events in collaboration with SankalpTaru Foundation this year. The tree plantation program is aimed at fostering urban green cover through plantation drives and helping cities fight the crises of air and sound pollution, soil erosion and urban heat-island effects. The outlook in the long run for the initiative is to rejuvenate and replenish the urban regions with a green cover, not just for aesthetic value but as nature-based solutions for climate resilience.

The tree plantation campaigns are based on volunteering efforts from employees who relish the engagement and team building. Through their support, IIFL Samasta planted a total of 900 trees across four cities:

- Vadodara (Gujarat)
- Bengaluru (Karnataka)
- Kolkata (West Bengal)
- Bhubaneswar (Odisha)

Disaster relief activities

With increasingly unpredictable weather patterns and extreme weather events becoming more frequent than ever, IIFL Samasta has dedicated necessary funds needed for crisis support. This past year, countless Indian states saw above-average rainfall.

According to sources, Maharashtra saw the highest rainfall in the month of July 2021 in 40 years. The year also brought with it excessively high rainfall in Kerala – the highest in approximately the last six decades, with the state having received 110% excess rainfall from the north-west monsoon.

In these states, the torrential downpour severely damaged both life and property. In such a time of need, IIFL Samasta reached out to supply flood victims the resources they needed. Additionally, our field employees actively participated in the distribution of relief supplies to 658 residents in Kerala and Maharashtra.



ENVIRONMENTAL STEWARDSHIP

Energy management

We utilize direct and indirect energy resources to fuel our operations. Through the use of diesel in generator sets along with LPGs in cafeterias, we consume our share of direct energy mix. Herein, indirect energy consumption refers to use of purchased electricity.

Electricity consumed for FY 2021-22

Source	Unit	Units consumed
Diesel	GJ	35
Electricity	GJ	394
LPG	GJ	41

Above data is for head office, regional offices and zonal offices of IIFL Samasta.

We have committed to reduce our energy footprint primarily by replacing energy-intensive lighting to energy-efficient lighting at our branches/offices. Through our efforts, we have made measurable improvement in our consumption levels.

Beyond using LED tube lights, we are addressing consciousness at the ground level. Through conversations around behavioral change with our employees about the impact we can have through conscientious participation. Our workforce is trained to adopt a mindful approach to conservation of energy and other resources. Devices like pedestal fans are prioritized for use above AC units. We have replaced analogue switches with sensor-based lights installed in offices.

REDUCTION IN ELECTRICITY CHARGES BY APPROX

17%



Waste management

The following table represents waste by composition and quantity generated during the reporting period.

Waste generated for FY 2021-22

Hazardous waste generated	Unit	Units consumed
E-waste	KG	229
Other types of waste (Iron & Aluminium scrap)	KG	828
Non-hazardous waste generated	Unit	Units consumed
Paper	KG	9,861
Plastic	KG	101
Other types of waste (Wooden & Plywood scrap)	KG	568

Above data is for head office, regional offices and zonal offices of IIFL Samasta.

Our waste output, with respect to the nature of our business, constitutes largely of office waste such as paper, scrap material and e-waste. We measure our waste generation and aim to strengthen our waste management initiatives.

IIFL Samasta's waste management initiatives are aimed at ensuring proper handling of the waste generated across its locations. We diligently recycle our e-waste, while other scraps are handed over to scrap vendors. Our paper waste is shredded due to the nature of personal information covered.

Water management

As a financial services company, the primary water consumption is through our office premises. It contributes to most of the water footprint. We are cognizant of the water scarcity present in most parts of India. As climate change and uncontrolled consumption worsen the situation, we want to ensure our footprint is minimalistic. Therefore, it is crucial to manage our water consumption prudently.

Our water is sourced primarily from ground water reserves. At some locations, we also depend on third party.



Water consumption for FY 2021-22

Source	Unit	Units consumed
Surface water	KL	0
Ground water	KL	12,250
Third-party water	KL	299
Total water consumption by source for all locations	KL	12,549

Above data is for head office, regional offices and zonal offices of IIFL Samasta.

IIFL Samasta has also planned initiatives towards water conservation and rejuvenation. We will be reporting on the impact of the program next year.

SUSTAINABILITY PERFORMANCE TABLES

Economic:

Economic value generated, distributed and retained

Source	Particulars	Amount source (₹)
1	Direct economic value generated: revenues	10,19,92,75,758
2	Economic value distributed	9,70,15,12,831
A	Operating costs	7,22,90,55,351
B	Employee wages and benefits	2,37,47,84,403
C	Payments to government by country (Taxes)	8,34,05,533.96
D	Community investments (CSR)	1,42,67,543
3	Economic value retained	49,77,62,927.10

Social:

Workforce break-up

Employee Category	FY 2021-22							
	<30 years		30-50 years		>50 years		Total	
	Male	Female	Male	Female	Male	Female	Male	Female
Senior management	0	0	21	1	2	0	23	1
Middle management	22	7	198	11	1	0	221	18
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Employee turnover

Employee turnover							
Category	Unit	<30 years		30-50 years		>50 years	
		Male	Female	Male	Female	Male	Female
Senior management	Number	0	0	1	0	0	0
Middle management	Number	14	4	43	3	0	0
Junior management	Number	319	6	365	2	0	0
Non-management workers	Number	3,550	91	277	7	0	0

New employee hire

New employee hire							
Category	Unit	<30 years		30-50 years		>50 years	
		Male	Female	Male	Female	Male	Female
Senior management	Number	0	0	0	0	1	0
Middle management	Number	8	2	78	1	0	0
Junior management	Number	621	12	753	9	0	0
Non-management workers	Number	5,784	157	508	17	1	0

Employee benefits

Benefit name	Senior management	Middle management	Junior management	Contractual/Part-time
Life insurance	Yes	Yes	Yes	NA
Health care	Yes	Yes	Yes	NA
Disability and invalidity coverage	Yes	Yes	Yes	NA
Parental leave	No	No	No	NA
Retirement provision	Yes	Yes	Yes	NA
Stock ownership	No	No	No	NA

Category	Units	Male	Female
Senior management	Number	25	1
	Manhours	12.70	1.00
Middle management	Number	737	68
	Manhours	2,068.60	236.30
Junior management	Number	8,226	92
	Manhours	34,949.00	217.20
Non-management workers	Number	56,945	1,274
	Manhours	3,11,888.3	7,126.1
Other category (Please specify)	Number	NA	NA
	Manhours	NA	NA
Contractual workers/Temporary workers	Number	NA	NA
	Manhours	NA	NA

	<30 years		30 - 50 years		> 50 years	
	Male	Female	Male	Female	Male	Female
Board composition	0	0	2	1	4	0

Environment:

Energy mix

Source	Unit	Units consumed
Diesel	GJ	35
Electricity consumption	GJ	394
LPG	GJ	41

Waste generated

Hazardous waste generated	Unit	Units consumed
E-waste	KG	229
Other types of waste (Iron & Aluminium scrap)	KG	828
Non-hazardous waste generated	Unit	Units consumed
Paper	KG	9,861
Plastic	KG	101
Other types of waste (Wooden & Plywood scrap)	KG	568

Water consumption by source

Source	Unit	Units consumed
Total water consumption by source for all locations	KL	12,549
Surface water	KL	0
Ground water	KL	12,250
Third party water	KL	299

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